



# FAMILY HOUSE

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## HOUSE VOLUNTEER HANDBOOK

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## Welcome to Family House!

As a Family House volunteer, you are about to begin a meaningful and rewarding venture: helping patients and their families find a “home away from home” while navigating the complicated world of healthcare. Each time you volunteer, there will be unique opportunities to interact with guests while performing routine tasks that help Family House operations.

The purpose of this House Volunteer Handbook is to help you do your job with competence and confidence. Here you will find useful information, ranging from basic task guidelines to volunteer policies and procedures. Additional questions or concerns can be directed to the Volunteer Manager.

Thank you for your commitment to Family House and the community we serve.

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# Mission Statement

Family House provides a “home away from home” for patients and their families who must travel to Pittsburgh for medical care. By offering safe, convenient, affordable housing and a network of support, comfort, and compassion, Family House reduces the emotional and financial stress for our patients and their families.

# History

Family House was founded by concerned physicians and community members in 1983. We are a 501(c)(3) charitable organization guided by a Board of healthcare and community leaders, and over one hundred volunteers and staff members.

Today, thousands of patients and families stay at Family House each year, arriving from all 50 states and as many as 20 countries, to seek medical care and treatment at any of Pittsburgh’s healthcare systems. Family House offers the comforts of home and convenience to loved ones – often in times of great duress – at affordable rates. Whether patients are here for treatments, trauma care, or transplants, Family House staff and volunteers give families the peace of mind to focus on the care of those closest to them.

Family House’s original partners were the University Health Center of Pittsburgh, the American Cancer Society, Frank B. Fuher, R.K. Mellon Foundation, Mellon-Stuart Company, and the Pittsburgh Pirates Baseball Club.

Family House serves patients from the following institutions:

- Allegheny Health Network, including West Penn Hospital
- UPMC – Children’s Hospital of Pittsburgh, Magee-Women’s Hospital, Mercy, Montefiore, Presbyterian, Shadyside, Falk Clinic
- The Children’s Institute
- VA Pittsburgh Healthcare System

The Allegheny Health Network and UPMC’s many clinical resources comprise one of the country’s major medical destinations, offering the latest techniques in research, organ transplantation, oncology, and neurological surgery.

You can learn more about Family House’s history at [familyhouse.org/history](https://familyhouse.org/history).

# Growing Your Impact

## Group Volunteering Opportunities

You've already volunteered, and we appreciate it!

If you are interested in growing your impact with other Family House volunteer activities, or if anyone you know would like information about volunteering at Family House, please contact the Volunteer Manager at (412) 647-5808 or [volunteer@familyhouse.org](mailto:volunteer@familyhouse.org).

The possibilities for volunteer activities are extensive and include the following:

- Make a meal for house guests
- Provide musical entertainment
- Create snack bags for guests to take to the hospitals
- Bake cookies, cakes, or brownies
- Make ice cream sundaes or decorate ice cream cones
- Organize and host a movie night, complete with popcorn and other snacks
- Organize a gardening or house decorating activity

We are also always happy to hear new ideas for group volunteering. Please contact the Volunteer Manager to get involved!

# Inside Family House

At one time, Family House was comprised of four separate locations around Pittsburgh: McKee, Neville, Shadyside, and University Place. In 2022, Family House launched a new, centrally located facility in Pittsburgh's Shadyside neighborhood.

Family House provides the following accommodations:

- 121 private guest rooms in a variety of sizes
- Large dining room
- 5-station Community Kitchen
- Community Pantry, Refrigerators, and Freezers
- Private Food Storage (cubbies and refrigerator space)
- Library and Game Areas
- Back patio
- Shuttle Waiting Area
- Community Room for specialized events
- Lounges on every guest floor, each with their own unique theme:
  - o 2<sup>nd</sup> Floor – California Coastal
  - o 3<sup>rd</sup> Floor – Mountain Lodge
  - o 4<sup>th</sup> Floor – Country Cottage
  - o 5<sup>th</sup> Floor – Desert Oasis
  - o 6<sup>th</sup> Floor – Reflection Room
- Fitness Room (located on the 2<sup>nd</sup> floor)
- Laundry Rooms (located on each floor)
- Secure building – Keycard access only

Family House offers the following additional services:

- Shuttle service and Uber rides to local hospitals and various shopping locations in Shadyside
- Complimentary tickets to various Pittsburgh museums including:
  - o Carnegie Museums – Natural History and Art
  - o Andy Warhol Museum
  - o Phipps Conservatory and botanical Gardens
  - o Pittsburgh Zoo and Aquarium
- Free Wi-Fi
- Cable television

# The Role of a House Volunteer

Many Family House guests are experiencing some of the most difficult times of their lives. They are often overwhelmed, exhausted, or homesick. As a Family House volunteer, you are in a unique position to help our guests through this challenging period.

An important part of your role is to ensure a warm, supportive environment for our guests. You should use strong communication and listening skills, without being overly inquisitive or intrusive. Always be friendly and hospitable!

<b>Reporting</b>	<ul style="list-style-type: none"> <li>· Volunteer Manager</li> <li>· Front Office staff</li> </ul>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>· Compassion for others in need</li> <li>· Proactive and a positive attitude</li> <li>· Ability to provide exceptional guest service</li> <li>· Ability to follow directions and adjust tasks as needed</li> </ul>
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>· Greet guests, acquaint them with the house and its policies, and show them to their rooms</li> <li>· Assist the Front Office staff with the day-to-day operation of the house</li> </ul>
<b>Time Commitment</b>	<ul style="list-style-type: none"> <li>· Actively participate in the volunteer program for a minimum of three months</li> <li>· Commit to at least two shifts per month</li> </ul>
<b>Training Required</b>	<ul style="list-style-type: none"> <li>· Submit a House Volunteer Application</li> <li>· Attend two training sessions with a fellow volunteer or the Volunteer Manager</li> </ul>
<b>Expectations</b>	<ul style="list-style-type: none"> <li>· Exhibit professionalism at all times</li> <li>· Maintain guest confidentiality</li> <li>· Commit to the Family House mission and promote it within the community</li> </ul>

## Front Office Collaboration

In your time as a House Volunteer, you will work closely with Family House Front Office staff. Front Office staff are responsible for ensuring that the facility runs efficiently and safely. They count on our House Volunteers to support daily operations and assist in delivering our mission to the guests that walk through our doors. Collaboration between House Volunteers and Front Office staff is of the utmost importance in establishing an efficient team.

What does efficient teamwork look like?

- Supporting the Front Office staff during difficult conversations with guests who do not follow rules and regulations.
- Listening and being flexible to the needs of the staff for your shift.
- Understanding that we all have an essential role in this organization's success.



# Volunteer Responsibilities

An important aspect of volunteering at Family House is to support the guest experience. Our facility has many resources available to our guests, but it can sometimes be overwhelming. It is your job to answer questions and offer resources in a kind, empathetic way. Remember: our guests often travel long hours to get to Pittsburgh or arrive having just left an ailing family member in the hospital.

In addition to supporting the guest experience, House Volunteers complete tasks around the house to ensure a warm and welcoming environment. While we have dedicated maintenance and housekeeping staff, House Volunteers are vital to adding a “home-like” touch to our space. There is always something extra that can be done to revitalize and refresh our common spaces!

**There are three shifts available for volunteering at Family House:**

- **Morning Shift: 11:30am-3:00pm**
- **Afternoon Shift: 3:00pm-6:00pm**
- **Evening Shift: 6:00pm-9:00pm**

Each shift has its own unique set of responsibilities and tasks that equally contribute to the daily operations of the house. While there are certain tasks that should be done multiple times a day, there are also shift-specific activities to be completed at the proper time.

Think of volunteering at Family House like being a host at a party: there is a to-do list for each phase of the day to help the event run smoothly. First, you must prepare your home for arriving guests (Morning Shift). Then, you can welcome your guests warmly and make sure they have everything they need (Afternoon Shift). Finally, when the day is done, you clean up and reset your home (Evening Shift).

Throughout the day, things pop up and adjustment may be needed, which is to be expected! No matter what, you are there to be a gracious host to our guests and a reliable support system for our Front Office staff.

## House Volunteer Tasks

Upon arrival, volunteers will:

1. Check in using the Bloomerang app or website
2. Locate your volunteer nametag and wear it in a visible location
3. Sign out a Volunteer Key, if available, and return after shift
4. Read notices in the Volunteer Updates Binder (located in the Front Office)
5. Check the Daily Task Sheet
6. Gather supplies on Volunteer Cart (located in Break Room) for lounge and room checks, if applicable

## Evergreen Tasks

Each shift has its own unique set of responsibilities and tasks that equally contribute to the daily operations of the house. Some activities should be done during each shift to ensure consistency in the guest experience. These “evergreen” tasks should be completed each shift:

Guest Services	<ul style="list-style-type: none"> <li>- Assist guests with any questions they may have throughout your volunteer day</li> <li>- This includes, but is not limited to:               <ul style="list-style-type: none"> <li>- giving tours</li> <li>- explaining Food Cubby Storage system</li> <li>- relaying transportation policies and information</li> <li>- retrieving clean linens in housekeeping office</li> <li>- assisting with any additional guest questions</li> </ul> </li> <li>- REMEMBER: If you are unsure of an answer to a specific question, always reach out to Front Office staff or the Volunteer Manager!</li> </ul>
Information Shelves	<ul style="list-style-type: none"> <li>- Organize the Information Shelves next to the dining room</li> <li>- Ensure the “Need One, Take One” station is stocked with toiletries taken from the drawers next to Volunteer Manager’s desk</li> <li>- Stack menus and handouts neatly. Report any handout shortages to Front Office Staff so more can be printed</li> </ul>
Break Room	<ul style="list-style-type: none"> <li>- Check for cleanliness; wipe down tables, countertops, and sinks.</li> <li>- Ask the Volunteer Manager about organizing any donations (located on back counter)</li> </ul>

Library	<ul style="list-style-type: none"> <li>- Ensure the library is in order; replace any books left on tables and organize any messes</li> <li>- Reset tables and chairs, if moved</li> </ul>
Kitchen	<ul style="list-style-type: none"> <li>- Wipe down counters, island, and microwaves with sanitizing spray</li> <li>- Stock food labels, gloves, and cleaning supplies as needed</li> <li>- Run/Clean out dishwashers</li> </ul>
Lobby Common Spaces	<ul style="list-style-type: none"> <li>- Reset pillows and furniture, if moved</li> <li>- Ensure magazines and reading materials are neat and tidy</li> <li>- Add or replace water in flower vases, if needed</li> <li>- Throw out old/dead flowers, if needed</li> </ul>

**\*\*If there are any large messes that need to be attended to by Housekeeping, please report them to the Volunteer Manager\*\***

### **Morning Tasks: 11:30am-3:00pm**

Returned Cubby Keys	<ul style="list-style-type: none"> <li>-Returned Cubby Keys are located on the yellow corkboard in the Front Office</li> <li>- Take keys back to cubbies and check for cleanliness</li> <li>-Confirm that the basket is appropriately numbered for the cubby</li> <li>-Throw out any open/expired food</li> <li>-Unopened/nonperishable food can be put in the Community Pantry or Community Fridge</li> <li>-Clean cubby and basket with rag and sanitizing cleaner</li> <li>-Return keys to Front Office</li> </ul>
Front Office Huddle Support	<ul style="list-style-type: none"> <li>- From 1:15pm-1:35pm, the Front Office has a staff huddle</li> <li>- Sit by the door to let guests in and answer any questions</li> <li>- If guests need an Uber or have questions about their reservation, politely ask them to wait until a staff member is available</li> </ul>
Community & Leftover Refrigerators	<ul style="list-style-type: none"> <li>- Wipe fridge with rag and sanitizing cleaner</li> <li>- Throw out any expired food</li> <li>-Organize fridge according to labeled containers inside</li> <li>-Consolidate containers when possible</li> </ul>

Lounges	<ul style="list-style-type: none"> <li>-Use Volunteer Cart (located in Break Room) and inventory sheet (located in lounge cabinets) to restock lounge materials (Additional cleaning supplies can be found in the Housekeeping Office)</li> <li>-Reset pillows and furniture, if moved</li> <li>-Ensure magazines and reading materials are neat and tidy</li> </ul>
Room Checks	<ul style="list-style-type: none"> <li>-Front Office Staff will provide you with a Room Check Form and which rooms should be checked for cleanliness</li> <li>-For small messes (i.e. dusty surfaces, smudged mirrors), use a rag or cleaner to fix so Housekeeping does not need to return to the room</li> <li>-Report larger issues to Front Office or Volunteer Manager</li> </ul>
Evergreen Tasks	*As Seen Above*
Panera Donations *If Tuesday*	<ul style="list-style-type: none"> <li>-Use gloves and clingwrap to individually wrap pastry donations</li> <li>-Set donations out on Breakfast Bar</li> </ul>

### Afternoon Tasks: 3:00pm-6:00pm

Ask the morning volunteer or Front Office staff if there are any specific tasks or expectations for the day.

Check-Ins & Tours	<ul style="list-style-type: none"> <li>-Assist Front Office Staff to welcome guests</li> <li>-Direct guests to appropriate staff members for check in</li> <li>-Give tours as needed</li> </ul>
Deliver Notices	<ul style="list-style-type: none"> <li>-Notices can be picked up at the Front Desk</li> <li>-Slip notices under the door of the appropriate room <u>or</u> slide notices in the door jamb above the door handle</li> </ul>
Feminine Products	<ul style="list-style-type: none"> <li>-Feminine products should be stocked neatly in the women's restroom on the 1st floor</li> </ul>

Dinner Assistance *If Needed*	-If there is a Group Volunteer Dinner, House Volunteers can assist with the following: <ul style="list-style-type: none"> <li>○ Wipe down the kitchen and ensure it is prepared for group arrival</li> <li>○ Ensure the kitchen is stocked with gloves and extra trash bags (found in the Housekeeping Office)</li> <li>○ Clean off the Breakfast Bar for dinner to be set out</li> </ul>
Evergreen Tasks	*As Seen Above*

### Evening Tasks: 6:00pm-9:00pm

Ask the afternoon volunteer or Front Office staff if there are any specific tasks or expectations for the day.

Check-Ins & Tours	-Assist Front Office Staff to welcome guests -Direct guests to appropriate staff members for check in -Give tours as needed
Dinner Assistance *If Needed*	-If there is a Group Volunteer Dinner, House Volunteers can help with the following: <ul style="list-style-type: none"> <li>○ Wipe down the kitchen and ensure it is prepared for group arrival</li> <li>○ Ensure the kitchen is stocked with gloves and extra trash bags (found in the Housekeeping Office)</li> <li>○ Clean off the Breakfast Bar for dinner to be set out</li> <li>○ Help volunteer group to tidy the kitchen after the meal</li> </ul> -Ask Front Office Staff if you can be of further assistance
Fitness Room	-Wipe down exercise machines -Reset space and replenish rags, if needed
Deliver Notices *If Needed*	-Notices can be picked up at the Front Desk -Slip notices into the door jamb of the appropriate room

Evergreen Tasks	*As Seen Above*
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## Giving a Tour

House Volunteers are responsible for introducing guests to our facility and answering any questions they may have regarding their stay. Upon check-in, Front Office Staff will ask first-time guests if they are interested in a tour of our facility. A staff member may pull you from your current task to give a tour at any time.

Family House is full of amenities, supplemental programming, and information to support our guests during their stay. All that information can be overwhelming! Remember: our guests often travel long hours to get to Pittsburgh or arrive having just left an ailing family member in the hospital. It is your responsibility to assess guests' needs and give them a tour that most aligns with the conditions of their stay.

Here are some tips and tricks to giving an effective and relevant tour:

- Ask guests how long they are planning to stay:
  - **Short-Term** guests only need a basic tour, but you can offer additional information later if needed
  - **Long-Term** guests may need extra information to assist them in their stay. Please take time to ensure these guests understand food storage policies, shuttle schedules, and where to find Guest Engagement programming
- Offer to leave bags on a luggage cart or at the Front Desk while you conduct a tour
- Be mindful of guest behavior and adjust your tour strategy if needed:
  - For example, a guest who is not making a lot of eye contact or who looks flustered or upset may only have the energy for a quick tour. Assure the guest that staff and volunteers are available to offer more information at any time; they can always come back later to finish their tour!
- Ask questions! You can adjust your tour based on the answers you receive to give only relevant information. Example questions include:
  - Does anyone in your party smoke?
  - How do you plan to travel to your appointments/hospital?
  - Do you plan on cooking during your stay?

## Tour Cheat Sheet

- **Wi-Fi** – password: homeaway

### First Floor

- **Key** – Show how to use, Intercom
- **Front Desk** – Office is staffed 24/7, Check in at 3pm, Check out by 10am
- **Shuttle Waiting Area** – see manager regarding **Uber & hospital parking/vouchers**
- **Vending Machines & Starbucks** – guests must have key to get back into Family House
- **Restrooms & ATM**
- **Living Room** – seating, TV, piano, puzzles and games
- **Library** – organized by genre and alphabetically by author's last name
- **Patio** – Grills and fire pit, no smoking/vaping
- **Information Station** – Shuttle schedules, maps, toiletries/donations, take-out menus
- **Kitchen, Breakfast Bar & Dining Area**
  - Coffee, juice, Ice/Water machine, dishwashers
  - Breakfast every day, 6:30am – 8:30am
- **Food Storage Area** – Food lockers, Guest fridges, Pantry, Community Fridges
- **Smoking area and Service Dog Relief Area**
- **Housekeeping Office & Linen Exchange** – Housekeeping Office is open 10am – 5pm for linen exchange. Linen request forms are available outside of operating hours

### 2<sup>nd</sup> Floor

- **Exercise Room** – off the elevators to the left

### 6<sup>th</sup> Floor

- Reflection and meditation lounge

### Guest Floors

- **Lounges** – Ice & Water Machine available 24 hours a day
- **Laundry Rooms** – Detergent, Change machine



## Volunteer Policies and Procedures

### Volunteer ID

All volunteers receive a volunteer nametag for identification purposes. Please wear your nametag anytime you are representing Family House as a volunteer.

### Conduct

Volunteers agree to:

- Take their commitment seriously.
- Conduct themselves in a professional manner with staff, co-volunteers, and our guests.
- Maintain a positive attitude.
- Keep all guest information confidential.
- Be friendly, warm, and courteous to guests and community members, and put them at ease.
- Ask the staff for assistance with any questions to which you are not sure of the correct answer.

### Attendance

We ask that volunteers commit to at least two shifts per month. Volunteers may sign up to be “floaters,” but regular schedules are recommended. If you cannot keep to your scheduled shift, please remove yourself from the shift on Bloomerang and notify the Volunteer Manager as soon as possible.

Volunteers are asked to sign in upon arrival through the Bloomerang app each time you come to volunteer. Upon completion of service, please sign out. Conscientious efforts to this important detail will enable us to maintain accurate records. In case of an emergency, the Volunteer Manager will use Bloomerang to verify who is in the building.

### Proper Dress

Volunteers are asked to convey a professional public image, and overall appearance should be business casual. Comfortable shoes are encouraged, as volunteers can spend extended amounts of time on their feet. Close-toed and slip-resistant shoes, such as tennis shoes or dress shoes are a great option. Items such as graphic tees, hoodies, ripped jeans, and sweatpants are not proper attire for volunteering at Family House.

**Volunteer Personal Property**

Family House is not responsible for loss, theft, or damage of personal items. Volunteers are advised not to bring excessive amounts of cash or valuables with them. Personal Items can be stored in the Front Office closet or Staff/Volunteer Bag drawer located under the staff mailboxes.

**Volunteer Service Record**

Volunteer service records are a method of reporting and documenting volunteer hours. This documentation is often used by nonprofits in board reports to obtain funding. It is important for volunteers to properly track their hours by checking in with the Family House volunteer management system, Bloomerang, every time they participate in a volunteer activity.

*Please ask the Volunteer Manager if you need help downloading or logging in to Bloomerang.* If documentation confirming volunteer hours are needed for any reason, please ask the Volunteer Manager.

**Suggestions**

Make suggestions! Family House is constantly working to improve our operations and policies to better the organization. We rely on our community to help us fill gaps and find opportunities to make our work more impactful.

Suggestions can be made to the Volunteer Manager. Please refrain from directing feedback to members of the Front Desk or other departments during your shift.

**Harassment Policy**

Family House's policy is to provide a safe environment that is free from harassment. Therefore, Family House does not tolerate harassment based on age, race, gender, gender-identity, color, religion, national origin, disability, marital status, covered veteran status, sexual orientation, status with respect to public assistance, and other characteristics protected under state, federal, or local law. This policy applies to all Family House employees, volunteers, clients, customers, guests, vendors, and persons doing business with the organization.

**Smoke-Free Environment**

Smoking or vaping is not permitted at any time in Family House's work areas. Smoking and vaping are allowed only in the designated smoking area (located in the Baum parking lot).

Smokers must be at least 25 feet away from doors and building entrances. Smokers should be considerate of employees, volunteers, guests, and members of the public. Help to maintain a clean entryway by depositing cigarettes in appropriate containers and staying far enough away from doors so that smoke does not blow into the building.

### **Confidentiality**

Family House expects and requires all volunteers, staff and contractors to keep confidential any sensitive or proprietary business-related information belonging to Family House which has not been released to the public domain or generally made known to all stakeholders. The confidentiality policy includes the sharing of private information between staff and volunteers.

Such information includes but shall not be limited to:

- Donor information such as donation amount, addresses, telephone numbers or other personal information
- Disclosure of information which could defame, damage or reasonably damage the reputation of Family House or its relationship with customers/guests
- Confidential information of guests, volunteers or employees including but not limited to addresses, phone numbers, donations or personal information

### **Discipline Policy**

Family House's Volunteer Program encourages growth and improvement, rather than focusing on punishment and negative feedback. Volunteers who commit minor violations of policy and procedure will be verbally counseled to achieve acceptable compliance. Continued violations could result in additional counseling or dismissal. Serious violations (abusive, threatening, or harassing behavior to staff or guests; disclosure of confidential information, etc.) could result in the immediate termination of service.

### **Volunteer Dismissal**

Family House reserves the right to terminate any volunteer relationship at the discretion of the Executive Director, with written notice. Grounds for dismissal may include, but are not limited to:

- Violation of program policies and procedures
- Being under the influence of alcohol or drugs while performing volunteer duties
- Theft of property or misuse of program equipment or materials
- Mistreatment or inappropriate conduct toward guests, other volunteers or staff members
- Loss of clearances

**End of Volunteer Service Policy**

If you wish to end your volunteer position for any reason, please communicate with the Volunteer Manager as soon as possible. You can do this in person, by email or by phone. We may ask you to fill out a written exit survey. This provides valuable feedback to improve our program.

**Returning Volunteer Policy**

Individuals who leave or take a leave of absence will be removed from the active volunteer and email lists. They must notify the Volunteer Manager of any desire to return to volunteering before actively doing so. These individuals are subject to re-admittance via the Volunteer Manager. They may also be subject to additional training.

They will only be placed on the active volunteer email list providing they can commit to a month or longer of returned service. Approval of return reinstates the requirement to adhere to all volunteer policies. Volunteers who do not adhere to the policies and procedures of the Family House or who fail to satisfactorily perform their volunteer assignment may be dismissed from the program.

## Emergency Action Plan

Family House's priority is the health and safety of our volunteers, guests, and staff. Please be familiar with the following Emergency Guidelines.

### General Guidelines in an Emergency

Stay calm and think through your actions.

Know important emergency numbers:

- Fire/Police/Ambulance: 911
- Front Desk: (412) 578-8650
- Volunteer Manager: (412) 647-5808

Be aware of your surroundings:

- Know where stairwells, exits and fire extinguishers are located.
- In the event of any emergency, leave the building via the closest exit.
- **Should an event occur that would require evacuation**, employees and volunteers are to meet across the street at **Morrow Park** (in front of the First United Methodist Church).

Know the locations of safety equipment:

- **AED Machines** (defibrillators)
  - located off elevators to the right on every guest floor
  - to the right of the breakfast bar in the first-floor dining room
- **Fire Extinguishers**
  - 4 on each guest floor, evenly spaced on the walls
  - 2 on the first floor, wall to the left of the free pantry/cubbies
- **Phones** are located on every guest floor, off the elevators to the right (adjacent to the AED machines). Call the Front Desk using Option 1 on speed dial.

### *Fire Emergency*

Evacuation:

- Employees, volunteers and visitors are notified of a fire by the fire alarm system.
- Upon hearing the alarm, immediately evacuate the building using the closest exit.
- Do not delay evacuation to get your coat, personal belongings, finish a phone call, or wait for friends.

- Meet across the street at **Morrow Park** (in front of the First United Methodist Church).
- If any employee or volunteer is missing, immediately report the missing person's name to a Director who will in turn report it to the proper company and civil authorities.
- All employees and volunteers should stay together so periodic updates on the situation can be communicated.
- Do not go home, wait in your car, return to the building, or go to another building unless directed by a Director to do so.

### *Medical Emergency*

Medical emergencies are an unfortunate reality for any organization associated with the healthcare industry. These guidelines are meant to assist volunteers in assessing the appropriate reactions to a medical emergency while volunteering at Family House. If you are unsure how to manage a medical emergency, **ALWAYS ALERT A STAFF MEMBER.**

Please be familiar with the following guidelines:

- **If a caregiver is present**, ask them to call 911.
  - Caregivers are often better equipped to communicate patient medical history to first responders.
  - With caregivers talking to 911, volunteers should alert the Front Desk using either a cell phone or a guest-floor phone.
- **If a caregiver is not present**, alert the Front Desk using either a cell phone or a guest-floor phone. Then hang up and dial 911 (if appropriate for the severity of the emergency).
- Stay with the ill/injured person unless directed otherwise. Be careful not to come into contact with any bodily fluids unless properly trained and protected.