

**Honeysuckle Regional Health-
Violet Town Campus
Violet Town Bush Nursing Centre Inc**



Volunteer Handbook

2015

Volunteer Handbook

Contact Details Introduction

Name: Violet Town Bush Nursing Centre-Operating as Honeysuckle Regional Health Violet Town Campus

Address: 46 Cowslip Street, Violet Town 3669

Phone: 03 57981324

Fax: 03 57981675

Contact People: Day Therapy/HACC programs Brenda Hoare,
Residential Aged Care Madonna Louge
Roger Cartwright

Chief Executive Officer: Sam Campi

Director of Clinical Services: Sarah Gaunt

Office Hours: 8.30am – 5pm Monday – Friday

Welcome

Volunteers are considered a valuable part of our team. Every member of the team is valued for their contribution to providing care and service to the consumers/residents and it is expected that every team member contribute to providing customer focussed quality care and service.

Within residential care at all times volunteers must remember this facility is the consumer/consumers/residents' home and we are visitors on a shift-by-shift basis.

I hope you find your time with us personally rewarding.

If you have any questions please do not hesitate to ask.

Sam Campi
Chief Executive Officer

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In 2004 this organisation developed a new strategic plan, as part of that planning process we devised the following

VISION

To be a leader in sustainable solutions for aged and primary healthcare in regional communities.

MISSION

Caring for our communities through innovative quality health and wellbeing programs that are financially viable and meet the community's needs.

VALUES

Compassion

Respect

Accountability

Honesty

Enjoyment

Inclusion

Our Strategic Objectives

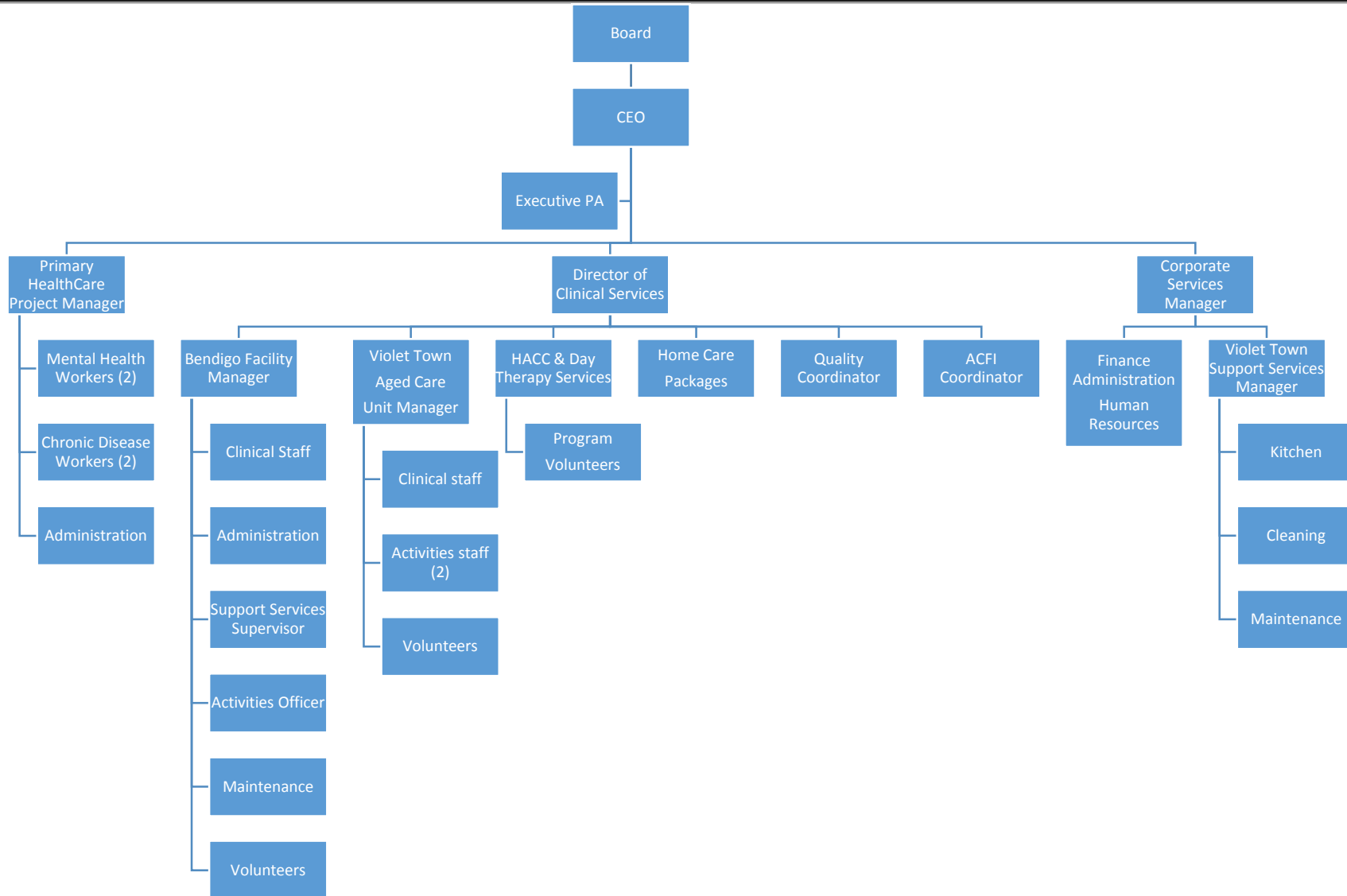
1. To facilitate high quality person centred care through a continuous improvement approach for Aged, Primary and Community health services.
2. To provide access to responsive services based on community needs in all catchments.
3. To create sustainable income streams through the provision of relevant services and appropriate capital investment.
4. Maintain robust Corporate and Clinical management structures to ensure the long term sustainability of the organization.
5. To be innovative and work in partnership with other organisation's in our various markets that support our vision and mission.
6. Ensure direct links to all the communities we operate within are maintained and fostered.
7. All Staff and Volunteers professionally and personally grow from their experience with the organization.

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Organisational Chart

Form no: 1.0.2



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Communication processes

Volunteers should feel free at any time to make suggestions or comments on ways to improve services for consumer/consumers/residents/consumers and staff. The Director of Nursing, Day Therapy Coordinator and Activities Staff are available and welcome suggestions or concerns that you may have.

All complaints will be investigated as per the Complaint Handling Procedure.

Improvement forms are located in the foyers of each unit and in Day Therapy Room. Improvement forms can be submitted by placing in a locked Suggestion Box located in the foyer of each unit and administration area.

All comments, suggestions and complaints are accepted as an opportunity to improve our service and thus we welcome them.

Complaints can also be made to the Aged Care Complaints Scheme.

Contacting the Aged Care Complaints Scheme:

Phone 1800 550 552 (a free call from fixed lines; calls from mobiles may be charged)

Online lodge a complaint using the [online complaint form](#).

Notice boards, news letters and memos are used to communicate information to volunteers related to; health and safety, quality improvement activities, education, changes to legislation, standards and guidelines.

Volunteers are responsible to read notice boards regularly and newsletters and memos as distributed.

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What Do Volunteers Do?

Residential care provides for older people and people with disabilities who are no longer able to live at home.

Day Therapy and Community programs provide consumers with assistance to maintain their independence and continue living at home.

Volunteers assist us to provide increased opportunities for residents/consumers to enjoy their lives.

Wherever possible the skills and interests of volunteers are matched with residents/consumers together with meaningful interactions in an individual or group setting such as;

- Talking
- Walking
- Reading
- Pet Care
- Discussion groups
- Craft
- Games
- Gardening
- Outings
- Music
- Dancing
- Special celebrations and functions

Volunteers must be aware of the limitations of their role and must not perform tasks that they do not have training or skills/experience for. For example, you will not be asked to provide personal care. The Volunteer Coordinator / Director of Nursing will provide guidance and support related to appropriate tasks.

Volunteer Rights and Responsibilities

A Volunteer has the RIGHT to:

- a healthy and safe environment
- an orientation
- information about the organisation including policies and procedures
- a volunteer position description and volunteer agreement which outlines the tasks that you will be expected to perform and the agreed hours
- be provided with sufficient training and supervision
- be reimbursed for necessary out of pocket expenses
- be protected by appropriate insurance
- have your personal information dealt with in a confidential manner
- take holidays
- say 'no' if you are uncomfortable or feel you are being exploited
- be informed and consulted on matters which affect you and your work. ¹

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A Volunteer has the RESPONSIBILITY to:

- be accountable
- be punctual and reliable
- respect confidentiality
- give notice if your availability changes or you are leaving the organisation
- report any injuries or hazards that you notice
- adhere to the organisation's policies and procedures including health and safety requirements
- deal with complaints in the appropriate manner
- undertake training as requested
- ask for support when needed
- support other team members.¹

¹Volunteering Victoria, Volunteer Rights and Responsibilities available at:

www.volunteer.vic.gov.au/information-for-volunteers/rights-and-responsibilities

Consumer/residents' Charter of Rights and Responsibilities

Each consumer/resident of a care service has the RIGHT:

- to full and effective use of his or her personal, civil, legal and consumer rights;
- to quality care appropriate to his or her needs;
- to full information about his or her own state of health and about available treatments;
- to be treated with dignity and respect, and to live without exploitation, abuse or neglect;
- to live without discrimination or victimisation, and without being obliged to feel grateful to those providing his or her care and accommodation;
- to personal privacy;
- to live in a safe, secure and homelike environment, and to move freely both within and outside the residential care service without undue restriction;
- to be treated and accepted as an individual, and to have his or her individual preferences taken into account and treated with respect;
- to continue his or her cultural and religious practices, and to keep the language of his or her choice, without discrimination;
- to select and maintain social and personal relationship with anyone else without fear, criticism or restriction;
- to freedom of speech;
- to maintain his or her personal independence, which includes a recognition of personal responsibility for his or her own actions and choices, even though some actions may involve an element of risk which the consumer/resident has the right to accept, and that should then not be used to prevent or restrict those actions;
- to maintain control over, and to continue making decisions about, the personal aspects of his or her daily life, financial affairs and possessions;
- to be involved in the activities, associations and friendships of his or her choice, both within and outside the consumer/residential care service;
- to have access to services and activities available generally in the community;
- to be consulted on, and to choose to have input into, decisions about the living/support arrangements of the care service;
- to have access to information about his or her rights, care, accommodation and any other information that relates to the consumers/residents personally;

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- to complain and to take action to resolve disputes;
- to have access to advocates and other avenues of redress; and
- to be free from reprisal, or a well-founded fear of reprisal, in any form for taking action to enforce his or her rights.

Each consumer/resident of a care service has the RESPONSIBILITY:

- to respect the rights and needs of other people within the care service, and to respect the needs of the care service community as a whole;
- to respect the rights of staff and the proprietor to work in an environment free from harassment;
- to care for his or her own health and well-being, as far as he or she is capable; and
- to inform his or her medical practitioner, as far as he or she is able, about his or her relevant medical history and current state of health.

Reference: Charter of Consumers/Residents Rights and Responsibilities available at:

<http://www.health.gov.au/internet/main/publishing.nsf/Content/ageing-publicat-resicharter.htm>

Tips for talking with consumers/residents

- Reduce background noise.
- Ensure the person has their hearing aid in place and on and their glasses on.
- Touch the consumers/residents' lower arm and introduce yourself, and continue to use touch to communicate feelings of warmth and affection, particularly for consumers/residents with dementia.
- Stand in front of the consumer/resident and stand still while you are talking.
- Speak slower using short sentences.
- Focus on 1 idea at a time.
- Talk in a calm and gentle voice and in a matter of fact way.
- **Do not** increase the volume of your voice unless required.
- Allow plenty of time for the consumer/resident to understand what you have said.
- Try to use names that help the consumer/resident e.g. *your daughter, Jill*.
- It may be necessary to use body language to get your message across e.g. pointing, demonstrating, hand gestures, facial expressions.

Try not to:

- Argue
- Order the person around
- Put the person down
- Ask direct questions requiring a good memory
- Talk about the person in front of her/him.^{6,7}

Improvement Form System

Honeysuckle Regional Health-Violet Town Campus (Violet Town Bush Nursing Centre) are committed to providing the best care and service to the consumers/residents. To assist us to ensure our systems are working well consumers/residents, visitors, suppliers, staff and volunteers are encouraged to complete an Improvement Form when they identify an area in which we can improve.

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The Improvement Form is used for;

- Quality system improvements including internal assessments gaps
- Comments and Complaints
- Health and safety issues including hazards, risks and incidents
- Corrective maintenance
- Consumer/resident related incidents.

An Improvement Form is included in this booklet with further copies available on the VTBNC IT network Library. Volunteers can ask the Corporate Manager or a staff member to print one for them.

Volunteers may be asked to assist consumers/residents or visitors to complete an Improvement Form.

Consumers/residents have the right not to be identified on the form therefore volunteers must check with the person before writing their name on the form. If a consumer/resident does not wish to be identified the concern can be written generally.

Completed forms can be;

- posted to the manager or
- placed in a locked box located in the foyers of the Nursing Home and Special Care Hostel, the General Administration Office or
- given to the Director of Clinical Services.

Immediate and where relevant preventative action is taken by the responsible manager and staff. Outcomes are reported to the person who raised the issue (if identified) and at relevant meetings. A summary of the progress and outcomes is also reported in the monthly newsletter.

Refer also to the Handling a Complaint section below.

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Handling a Complaint

All issues raised by consumers/residents must be treated confidentially, promptly and fairly.

All volunteers are responsible for listening to consumers/residents/representatives. Volunteers should refer any issues to the **person in charge**.

If consumers/residents/representatives would prefer to speak to someone independent of the facility the following services are available. Brochures about these services are available in the foyers outside the Nursing Home and Special Care Hostel and in the General Purpose Hostel lounge room and the Day Therapy Room.

The Aged Care Complaints Scheme
Department of Health and Ageing

Toll free: 1800 550 552

Website online complaints form:

www.health.gov.au/internet/main/publishing.nsf/content/ageing-complaints-form.htm

The Office of the Aged Care Commissioner

Toll free: 1800 500 294

Email: info@agedcarecommissioner.net.au

Elder Rights Advocacy

Telephone: (03) 9602 3066

Toll free: 1800 133 312

Email: era@era.asn.au

Regional Information and Advocacy Council

1800 221 944

Email: enquiry@riac.org.au

Sexuality and Intimacy

Tolerance, understanding and respect for diversity is promoted within the consumer/residential community. Volunteers shall provide a non-judgmental approach to all consumers/residents regardless of age, race, cultural customs, religion, physical ability or attributes and sexual identity. Discrimination of any kind shall not be tolerated.

Police Checking

A part of your application and ongoing status as a volunteer with our organisation it is mandatory by law that the organisation has on file a current police check for all Volunteers.

Conducted as part of the application process to be a volunteer our staff will support you with the actions required. Volunteer applicants undertake police checks at no charge through our organisation.

Any Volunteer with an expired Police check can also talk to our staff about the renewal process, which will also be done at no charge.

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Elder Abuse & Compulsory Reporting

Elder abuse is an issue taken very seriously within this organisation, It is defined as an act occurring within a relationship where there is an implication of trust, which results in harm to the older person. Elder abuse can include physical, verbal, psychological, financial, sexual and social abuse and or neglect¹⁰.

Management does not tolerate abuse of any kind to consumers/residents and have procedures in place to reduce the risk of abuse occurring.

Volunteers should be aware that abuse can happen and are encouraged to report abuse if they think a consumer/resident is being abused.

You are encouraged to report the facts about your concerns in a confidential manner to the person in charge at the time.

Volunteers are encouraged to report any of the following:

- A change in a consumer's/resident's behaviour or mood or any of the signs of abuse as described above
- If you see or hear someone behaving toward a consumer/resident in a way that makes you feel uncomfortable
- If a consumer/resident tells you that they are being abused. Any such reports should be taken seriously, including reports from consumers/residents with dementia.
- If a consumer/resident, staff member or visitor tells you that they have observed abusive acts, or
- If a person tells you that they are abusing a consumer/resident¹¹.

Consumers/residents are encouraged to report any concerns they have about their well-being or safety and to discuss the issue with the Registered Nurse in Charge or Director of Clinical Services.

Any allegation or suspicion of elder abuse is treated very seriously and will be followed up through the internal system and according to legislative requirements.

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Privacy & Confidentiality of Information

It is law that all Victorian public sector organisations comply with relevant privacy laws, these include:

Commonwealth Privacy Act	<ul style="list-style-type: none">• Personal information handled by Federal govt agencies, e.g. Centrelink• Much of the private sector
Health records Act, Victoria	<ul style="list-style-type: none">• All health related personal information held in public and private sectors• Most of the personal info handled by health service providers
Information Privacy Act, Victoria	<ul style="list-style-type: none">• All recorded personal information handled by State govt agencies and local govt (other than health related info)
Charter of Human Rights & Responsibilities Act (Vic)	<ul style="list-style-type: none">• Victorian govt departments & agencies must act compatibly with human rights

Definitions:

Personal Privacy:

- The quality of being secluded from the presence or view of others
- The condition of being concealed or hidden
- The state of being private; the state of not being seen by others

Confidentiality:

- Confidentiality has been defined by the International Organization for Standardisation (ISO) as "ensuring that information is accessible only to those authorized to have access" and is one of the cornerstones of information security.
- Confidentiality is commonly applied to conversations between doctors and patients. Legal protections prevent physicians from revealing certain discussions with patients, even under oath in court. The rule only applies to secrets shared between physician and patient during the course of providing medical care

All Volunteers

Are restricted like an employee from disclosing confidential or proprietary information relating to their Employer's company, business practices, financial stability, clients and so on

There are important exceptions to confidentiality, namely where it conflicts with the clinician's duty to warn or duty to protect. This includes instances of suicidal or homicidal ideation, child abuse, elder abuse and dependent adult abuse.

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Amenities

Volunteers have access to all staff amenities.

Handbags and personal property are able to be stored in a locker in the staff room opposite the Nursing Home. Please do not bring valuables.

Volunteers may make phone calls during their breaks on the blue phone in the sunroom at the end of General Purpose Hostel.

Volunteers can bring their own meals or order a meal from the kitchen. Orders are to be made before 9am on the day required.

Change of Details

It is important that your details are kept up to date. If you change your address or any other details please advise us in writing as soon as practicable.

Materials for activities

If a volunteer requires any resources or materials for any activity that is planned, please check with the person in charge of the area you are volunteering in prior to making any purchase.

Insurance

Volunteers are covered by the organisations' insurance policies, for:

- Public Liability insurance for personal injury to third parties or property damage which may arise from accidents or negligent acts
- Personal Accident Insurance for accidental injury, disability or death.

Liability may be denied by the insurance company if a volunteer engages in an activity that has not been approved.

Education

An orientation is provided for new volunteers to assist them to settle into their role and the organisation.

In addition to the orientation volunteers are provided training in the use of equipment and procedures relevant to their role, including emergency procedures.

The Volunteer Coordinator provides volunteers with assistance, support, supervision and coaching on a day to day basis. They conduct an initial 6 month, then annual performance appraisal to identify ongoing training needs and individual objectives.

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Standard of Dress

Volunteers must at all times be clean and tidy in their presentation. Long hair should be tied up. Volunteers are provided with a name badge and are expected to appropriately wear it.

Volunteers are encouraged to wear minimal jewellery as it can:

- Harbour germs
- Make it difficult to wash hands
- Cause injury to consumer/consumers/residents.

For volunteers working with food, jewellery is limited to:

- A plain ring
- A pair of sleepers

Car Parking

Car parking is available in Rose Street.

Gifts

Volunteers may accept small tokens of appreciation only, such as, a box of chocolates or flowers. Refer any other offers of gifts or donations to Director of Nursing.

Grievances

A grievance is any situation where a volunteer feels that she/he has been treated unfairly or has a complaint related to the operation of Honeysuckle Regional Health-Violet Town Campus (Violet Town Bush Nursing Centre).

Managers are committed to resolving grievances through discussion and negotiation between the relevant parties. Volunteers are encouraged to discuss any grievances with the Volunteer Coordinator or manager of the program area you are volunteering in or complete an Improvement Form (2.0.1).

The volunteer is entitled to have a suitable advocate present during discussions related to a grievance.

If the volunteer is still aggrieved the matter is referred to Director of Clinical Services or Chief Executive Officer.

Safety Program

The organisation has an active Health and Safety Program and has systems in place to identify and eliminate/control hazards. If you identify a safety issue please inform staff verbally and complete an Improvement Form for us to follow up.

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Workplace Bullying and Violence

Workplace bullying is when “...an individual or group of individuals **repeatedly** behaves **unreasonably** towards a worker or group of workers **at work** and the behaviour creates a **risk to health and safety.**”

The following Workplace Standards of Behaviour have been developed in consultation with staff through the Safe Environment Committee.

Workplace standards of behaviour

As required by work health and safety laws staff and volunteer must take reasonable care to not negatively affect the health and safety of others in the workplace.

The expected standards of behaviour that must be followed for all activities connected with Volunteering

1. Be polite to each other
2. Treat each other with respect
3. Have tolerance for difference
4. Work together
5. Treat each other honestly and fairly
6. Listen and respond appropriately to others’ point of view
7. Volunteer professionally and safely

Breaches of the standards

There will be zero tolerance to workplace bullying and any breach of the expected standards of behaviour will be treated seriously and depending upon the situation could result in:

- Being required to apologise
- Being required to attend counselling/training or
- disciplinary action such as being asked to leave the Volunteer program.

Everyone is responsible for stopping workplace bullying. If there is a breach, any of the following actions will occur;

- Where possible the staff/volunteer will tell the other person that the behaviour is not welcome and that it should not happen again
- The breach will be reported to a manager for investigation and follow up
- If observed, other staff will be supportive of the person being bullied and assist in any way they can, this may include reporting to the manager.

Refer also to the [Workplace Bullying procedure \(21.4\).](#)

First Aid

A first aid kit is available in each nurse station and in the Kitchen area of the Day Therapy Room.

Drugs and Alcohol

Alcohol and non prescribed drugs of dependence are not to be brought onto the premises under any circumstances.

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Smoking

There is a no smoking policy within all buildings and vehicles belonging to Violet Town Bush Nursing Centre.

Sun Smart

Volunteers must ensure due care is taken to reduce the risk of UV Radiation such as:

- the wearing of wide brimmed hats
- the wearing of long sleeves and long pants/skirts
- the use of sunscreen 15+ which should be applied 15 mins prior to going outdoors and reapplied at least every 2 hours
- avoiding full sun between 11am and 3pm.

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Emergency Procedures

Volunteers must be familiar with the emergency procedures related to their role. Emergency Procedure Action Plans are located near each telephone.

Fire (Respond Red)	<p>Rescue – Remove anyone from immediate danger, if safe to do so</p> <p>Alarm – Break fire alarm glass and ring the Fire Brigade 000 Notify the nearest staff member and follow instructions.</p> <p>Contain – Close windows and doors behind you, if safe to do so</p> <p>Extinguish Or Evacuate</p>
Evacuation (Respond Orange)	<ol style="list-style-type: none"> 1. When instructed by the Chief Warden evacuate to assembly area. 2. Do not leave workplace until permitted by Chief Warden.
Medical Emergency (Respond Blue)	<ol style="list-style-type: none"> 1. Check for any threatening situation and control it if safe to do so. 2. Do Not leave person, unless there is no other option. 3. Notify the nearest staff member. <p>If trained in CPR</p> <ol style="list-style-type: none"> 4. Check if Responsive 5. If not, Send for help. Ring for Ambulance 9-000 6. Open Airway. Normal breathing? 7. If unresponsive and not breathing normally commence CPR: 30 Compressions:2 Breaths (using pocket mask)
Personal Threat (Respond Black)	<p>Do not place yourself or others in further danger</p> <ol style="list-style-type: none"> 1. Stay calm 2. Do not place yourself or others in danger 3. Obey instructions - Do only what is directed, nothing more 4. Notify nearest staff member if safe to do so 5. Observe details about the offender/s
Consumer/resident Aggression (Respond Grey)	<ol style="list-style-type: none"> 1. Stay calm, avoid confrontation 2. Protect yourself and others from danger, if safe to do so. 3. Notify the nearest staff member and follow instructions
Internal Disaster (Respond Yellow)	<ol style="list-style-type: none"> 1. Remove anyone in immediate danger, if safe to do so. 2. Notify the nearest staff member of the nature of the disaster. 3. Prepare to evacuate.
Bomb Threat (Respond Purple)	<ol style="list-style-type: none"> 1. Keep caller on the phone, use Checklist, Do Not hang up. 2. Do not touch any suspicious object. 3. Notify the nearest staff member and follow instructions. 4. Prepare to evacuate.
External Disaster (Respond Brown)	<ol style="list-style-type: none"> 1. Remain in your work area and await instructions from Senior Manager.
STAND DOWN	Resume normal duties.

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Infection Control

Because of the nature of health care, consumers, patients, volunteers and staff can both be sources and recipients of infection. Infections can be transmitted between people including staff, consumer/patients and visitors, from the environment, or equipment.

Infection transmission can occur through:

- Direct contact
- Indirect contact is when a third person or an article transmits the microbes from one person to another
- Droplet transmission occurs when large respiratory droplets (which travel less than 1 metre), are coughed onto someone else
- Airborne transmission occurs when fine spray is coughed into the air (can travel suspended in air more than 1 metre)
- Vector transmission occurs when living animals/ insects transmit infections



Infection Prevention

- Standard Precautions must be undertaken at all times, including the simple act of washing our hands. We need to wash our hands as we enter the facility, after touching Residents or equipment, after going to the toilet, before handling food and when we leave the facility.
- We can clean our hands with soap and water or use the foam products placed around the facility.

Additional precautions will be taken if there is an outbreak of medical issues such as:

- Gastroenteritis
- Influenza
- Chickenpox

Volunteer Health

As a volunteer it is critical for the safety of patients, residents and clients that you:

- Maintain good personal hygiene
- Seek prompt diagnosis and treatment of personal illness (away for 48 hours - gastro)
- Be immunised for:
Hepatitis B

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- Influenza
- MMR
- Pertussis (Whooping Cough)
- Varicella zoster (Chicken pox)

Please stay home if you are feeling unwell, why?

We have many ill and frail residents, and clients that can suffer quite badly from an illness such as the flu or gastro.

Always cover your mouth when coughing and wash your hands regularly

As a volunteer you are responsible for:

- Your Health
- Recognises and reporting breaches or hazards with reference to infection control policies and procedures
- Support the promotion of infection control through following all the required guidelines

Volunteers should contact the Volunteer Coordinator if they experience;

- Fever, or flu like symptoms
- Sore throat
- Acute skin eruption for example, cold sore, scabies
- Skin infection or wound discharge
- Diarrhoea or vomiting
- Conjunctivitis – eye infection

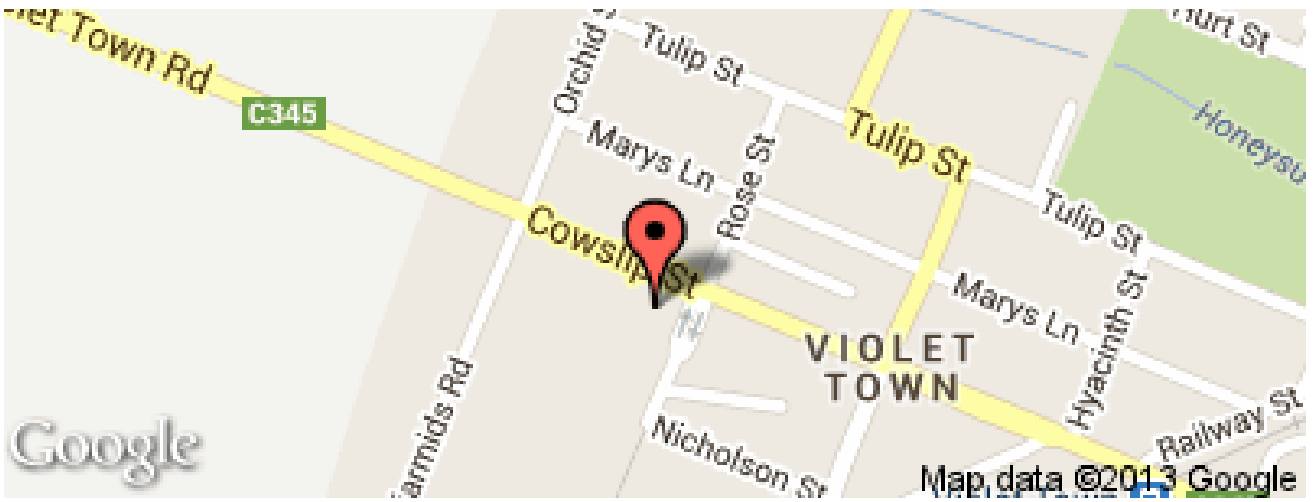
Outbreak Management

If there is an outbreak of the gastro or flu Management and Staff will act quickly to stop the spread and to protect other consumer/consumers/residents, staff, volunteers and visitors. It is likely that you will be requested not to attend the facility while an outbreak is in progress, for your safety and the safety of the residents/consumers/participants.

If you are unsure of the status if an outbreak please contact the relevant Volunteer Coordinator for the latest information.

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Violet Town Map

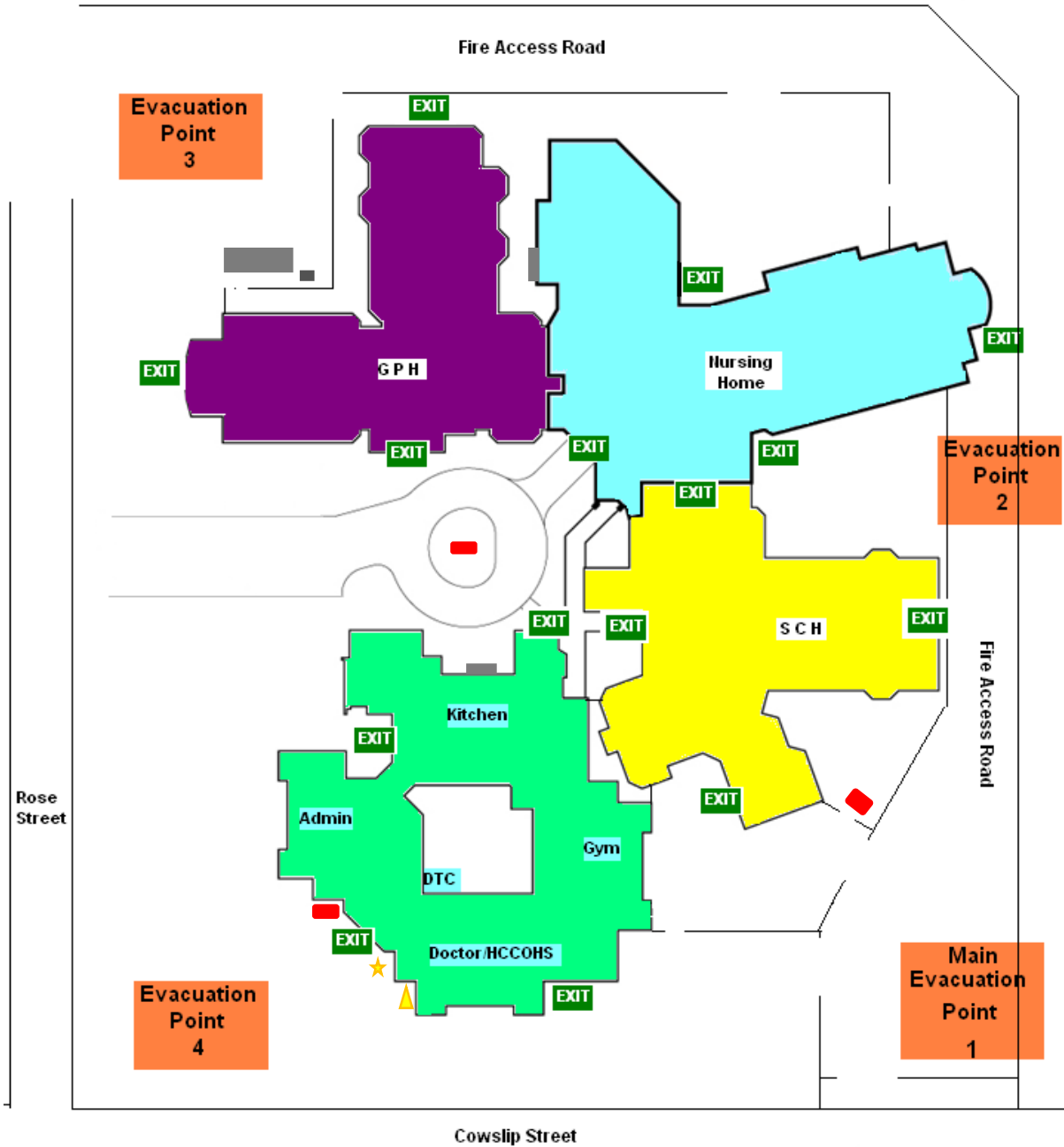


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Emergency Evacuation Map



Violet Town Bush Nursing Centre Inc



Legend:

Electrical Switchboard	★	Gas Mains Switch	■	Gas	—
Power Generator	▲	Fire Hydrant	■	Evacuation Point	■
Exit	■				

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SUGGESTION / CONCERN / PROBLEM

Date			
Name (optional)			
Address			
Phone Number		After Hours / Mobile	

LOCATION									
	SCH	GPH	NH	CH	KITCHEN	LAUNDRY	CLEANING	MAINTENANCE	

Nature of Concern / Problem

DISCUSSED WITH COMPLAINANT			
Date		Signature	

RESULT OF INVESTIGATION

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ACTIONS IMPLEMENTED

REVIEW OF ACTIONS WITH COMPLAINANT			
Date		Signature	

OUTCOME OF SUGGESTION / CONCERN / PROBLEM

COMPLAINT CLOSED		YES		NO
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YOUR BRIGHT VIOLET IDEA RAISED		YES		NO
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Name of Person handling suggestion/concern/complaint			
Date Closed		Signature	