

Directions & Tips for All Volunteers

RAM Palm Beach County Health Expedition April 10th & 11th, 2010

RAM Palm Beach County Background Information:

RAM Palm Beach County is committed to delivering free quality healthcare to Floridians who are uninsured and underinsured. Our aim is to help relieve suffering, identify disease, restore sight, and enhance the lives of impoverished and isolated people and communities in need in the state of Florida. RAM health expeditions provide care to those who otherwise would not have access to such essential services.

The mission of Remote Area Medical® (RAM) is to implement expeditions which provide free health care, dental care, eye care, and educational assistance to uninsured and underinsured Floridians. We work in partnership with RAM and a network of local agencies, free clinics, hospitals, private companies, healthcare professionals, and programs in Florida to provide care.

RAM Palm Beach County health expeditions will alleviate the swelling demand on hospital ERs and provide immediate healthcare to those in need. There are no qualification requirements, no financial restrictions, and no proof of citizenship status.

Remote Area Medical® (RAM):

The Remote Area Medical® (RAM) Volunteer Corps is a non-profit, volunteer, airborne relief corps dedicated to serving mankind by providing free health care, dental care, eye care, veterinary services, and technical and educational assistance to people in remote areas of the United States and the world. Founded in 1985, Remote Area Medical® is a publicly supported all-volunteer charitable organization. Volunteer doctors, nurses, pilots, veterinarians, and support workers participate in expeditions (at their own expense) in some of the world's most exciting places. Medical supplies, medicines, facilities, and vehicles are donated.

Volunteers have provided general medical, surgical, eye, dental, and veterinary care to tens of thousands of people and animals, at over 570 worldwide expeditions, with 60% of the expeditions serving rural America. There are plans for expansion of US expeditions, an airborne medical treatment center, a permanent clinic site in Guyana, and a program start-up in Africa.

Directions to the Americraft Expo Center at the South Florida Fairgrounds, West Palm Beach, FL

From I-95 South:

- Exit at Southern Boulevard. Exit #68.
- Go west approximately 7 miles to Sansbury's Way/Lyons Rd.
- Fairgrounds will be on your right, between Sansbury's Way/Lyons Rd. and Fairgrounds Rd.

From I-95 North:

- Exit at Belvedere Rd. Exit #69.
- Go west approximately 7 miles to Sansbury's Way.
- Turn left on Sansbury's Way.
- Go south for about 1/3 mile.
- Fairgrounds will be on your right.

From Turnpike South:

- Exit #97, Southern Blvd. in West Palm Beach.
- Go west 1.5 miles to Sansbury's Way/Lyons Rd.
- Fairgrounds will be on your right, between Sansbury's Way/Lyons Rd. and Fairgrounds Rd.

From Turnpike North:

- Exit #98, Okeechobee Blvd. in West Palm Beach.
- Go west 1.5 miles to Sansbury's Way. Turn left on Sansbury's Way and go south approximately 1 mile.
- Fairgrounds will be on your right, between Southern Blvd. and Process Rd.

Physical Address:

9067 Southern Boulevard West Palm Beach, Florida 33411

Directions to the Fairgrounds:

The South Florida Fair is located on Southern Boulevard in West Palm Beach, FL, 1.5 miles west of the Florida Turnpike and 1 mile east of 441/SR7.

Volunteer Logistics

Orientation:

RAM Palm Beach County and United Cancer Foundation will be hosting an *optional* volunteer orientation at the following date and time:

- Friday, April 9th, 2010 @ 6 pm – 7 pm
- (RSVP via email) to scott@unitedcancerfoundation.org

These orientations will take place at the Americraft Expo Center at The South Florida Fairgrounds. You may choose to attend a volunteer orientation session if you are interested in learning more about the RAM Palm Beach County organization, the events of the April 10th & 11th weekend, and your role as a volunteer. Again, these orientations are *not required*, they are completely optional. **In addition to RSVP; Please indicate on your Volunteer Registration form whether or not you will be attending this Orientation.**

Volunteer Commitment:

- Volunteer participation is critical to the success of the RAM Palm Beach County Health Expedition. **Now that you have committed to participate, it is expected that you will be present, on time, at the Fairgrounds for your volunteer shift.** If you find that for some reason, you become unable to volunteer for the event, non-medical & Medical volunteers please **contact United Cancer Foundation by 6:00 pm on Friday, April 2nd** at 561-395-8808. United Cancer Foundation and RAM have worked hard to recruit and organize the right number of volunteers for specific volunteer tasks. Please do not bring additional, unregistered volunteers with you to the event.

What to bring:

- Please bring an umbrella or poncho with you to the event in case of rain
- **Leave valuable items such as jewelry, purses cash, I-pods or Blackberry's at home**, do not leave them in the car or bring them into the event with you. There will be breakfast, lunch, and dinner served for volunteers. There will also be snacks available in the volunteer lounge throughout the day.

What to wear:

- Please wear loose-fitting, comfortable clothes and shoes. Remember, it may still be hot, cold, or rainy in November, and some volunteers will be working outside, so dress appropriately. You will be given a RAM PALM BEACH COUNTY t-shirt the day of the event to wear while volunteering.

When to arrive:

- Plan to arrive at least **30 Minutes** before your scheduled start time. If you are scheduled to start at 6am, please arrive at 5:30am to clear registration.

Media:

- There will be a designated media team at the event handling all interviews – please refer any media representative NOT wearing a RAM press pass to a RAM Administrator or to the Media Table.

Parking:

- Volunteers will have a specially designated volunteer parking lot, separate from the parking for patients attending the clinic.
- After parking, you will be directed to the volunteer area where you will receive instructions about your assignment for the day.
- Car-pooling is encouraged!

Tips for Working with Patients

(Adapted from University Hospitals Volunteer Services Department, Working with Patients)

Customer service in health care

As volunteers, part of our mission is to make those difficult times in the lives of our customers' patients, families, visitors, staff and fellow volunteers — run a bit smoother. We do this by **"CARE"**ing and making **"LAST"**ing relationships.

Definition of "customer"

A customer is someone who receives a product or service from us and our organization. The customer may be a patient, family member, client, coworker, staff physician, volunteer, other department or community members. Anyone who counts on the results of our work is our customer.

Volunteers CARE at University Hospitals

C — Communication

- *Listening first, talking second*
- *Speaking to build the relationship*
- *Aware of body language and tone of voice*

A — Attitude

- *Choosing to be pleasant*
- *Choosing to assume the best about people*

R — Responsible

- *Doing what you say you will do*
- *Saying what you CAN do, not can't do*

E — Empathy

- *Keeping the patient/customer perspective in mind*
- *Reading the non-verbals*

The top 10 list

Ways to create a CARING environment

1. Warmly greet each and every guest encountered. Make full and friendly eye contact.
2. SMILE! Conduct yourself in a professional and courteous manner.
3. Ask the guest how he/she would like to be addressed.
4. Listen attentively and actively when the guest speaks.
5. Before rendering any service, explain what you propose to do and why.
6. Be kind and gentle.
7. Respect guest privacy. Preserve confidentiality at all times.
8. Be helpful. Escort guests when possible, rather than giving directions.
9. Practice teamwork.
10. Look the part.

Dealing with distressed people —

Distracted guests

Arrive with baggage — bad mood/tired/hurried/ health concerns

- Move quickly to welcome them
- Empathize, show you understand — and assure them you will do what you can to make things go smoothly

Disappointed guests

For some reason has not had their expectations met — may have little/nothing to do with you

- Check your own baggage
- Be aware of your body language
- Don't take their reaction personally

Disruptive guests

Disappointed and feel an injustice, insult, embarrassment or disrespect

- Move the guest away from other people
- Help the guest to calm by lowering your voice, making eye contact, being aware of your body language