

Community Cancer Center

2880NW StewartParkway Suite 100 • Roseburg, Oregon 97471 • 541-673-2267 • Fax 541-672-9483

Welcome!

Thank you for joining the Community Cancer Center's team of professionals.

For the Community Cancer Center to be successful, all of our employees must demonstrate a high standard of performance. We also place a premium on integrity and effective communication. Employee involvement in Center activities is considered an important element in establishing a team based work environment.

This manual was prepared to help you with your job by communicating to you our basic policies, standards and beliefs. We will not attempt to list all the of the Center's procedures and policies in this guide. For complete information, please see your immediate supervisor.

Employment at the Center is on an "at will" or mutual consent basis; nothing in the Manual is to be interpreted as a guarantee of any length of time of employment. This manual is not a contract. The Community Cancer Center (also referred to as 'The Center') may revise this Manual or its personnel policies at its discretion without prior notice.

This Manual is required reading of each employee. Please review it thoroughly and acknowledge you have done so by signing the last page, (the 'Acknowledgment'), and submitting it to your supervisor. Also, please bring any question or concerns you may have to the attention of management.

We appreciate your cooperation and contribution to the Community Cancer Center.

Tammy Turner, Executive Director



Community Cancer Center

Advanced Oncology – Compassionate Care

Dear Volunteer,

I would like to take this opportunity to welcome you as a volunteer at the Community Cancer Center. We value all our volunteers and thank you for taking the time out of your busy schedule to help. Please find in the packet the following:

1. Business card
2. Volunteer Orientation packet (yours to keep)
 - a. History of CCC
 - b. Policies, Rules of Conduct, and Code of Ethics
 - c. Confidentiality Agreement
 - d. Map of CCC
 - e. Touch Screen Training tips
3. Fire Extinguisher Training with Test
4. Volunteer Profile Questionnaire
5. Employee Manual Acknowledgement form (to acknowledge the Volunteer Orientation Packet was given to you)
6. Request for Criminal Background Check (paid by CCC)
7. Workforce Confidentiality Agreement

Once all the paperwork is filled out please call me to setup an appointment to get appropriate paperwork completed along with a face photo for ID badge. Please let me know if you have any questions. Thank you.

Anglia Freeman, BSBA
Volunteer Coordinator, Program Manager
Community Cancer Center
2880 NW Stewart Parkway, Ste 100
Roseburg, OR 97471
(541)672-0072
(541)672-9483 (Fax)

Community Cancer Center Volunteer Manual

HISTORY AND PURPOSE OF THE CENTER

In 1979, a group of local citizens met and with the assistance of the community, incorporated and raised the funds to construct our first facility. The corporate name is officially *Community Cancer Foundation*. We are a non-profit organization, doing business as the *Community Cancer Center*. To keep pace with the most recent advancements in cancer treatment, we opened our new 39,000 square foot, state of the art, comprehensive cancer facility in June 2009.

The purpose of the Community Cancer Center Foundation is to construct, maintain and operate an outpatient facility for the care, treatment, and rehabilitation of persons afflicted with cancer or related diseases.

Mission Statement: The Foundation is organized exclusively for charitable, educational and scientific purposes. Our mission is to assist, encourage, promote and advance the best care, treatments and rehabilitation of persons afflicted with cancer or related medical conditions.

Our purpose and mission should be carried out in the most pleasant manner possible, being aware that many of our patients are terminally ill.

GOVERNING BODY

A Foundation Board of Directors, consisting of up to 30 volunteer members has general oversight of the business affairs and management of the Foundation. Several of these members have been on the Board since its inception.

The Board of Directors appoints an Executive Committee of 9 members which includes the current President and immediate past President of the Foundation. The current President of the Foundation serves as the Chair of the Executive Committee. The Executive Committee, at its pleasure, may invite others to attend meetings on a regular basis or special event basis. Individuals typically invited on a regular basis are the Executive Director, Medical Director, Clinical and Financial Directors of the Cancer Center.

The Board of Directors contracts with qualified physicians(s) to provide medical services for Cancer Center patients. The Board appoints one physician to act as the Medical Director. The Medical Director is responsible for the supervision of the medical staff and patient-care decisions. The Executive Director is an employee of the Foundation appointed by the Board to oversee the day-to-day management of the Cancer Center and supervise its employees.

EQUAL OPPORTUNITY EMPLOYMENT

It is the policy of the Community Cancer Center to provide equal employment opportunity without regard to race, color, religion, national origin, sex, age, marital status, mental or physical disability (unrelated to job performance) or use of Workers' Compensation (injured worker status). We also provide reasonable accommodation to persons with disabilities.

At the Community Cancer Center, we believe that following this Equal Opportunity law is a sound business practice. We also subscribe to the principle of treating people with dignity, which is the intent of these laws.

RACIAL & SEXUAL HARASSMENT

It is our goal to offer a working environment for all employees, volunteers and patients free of racial and sexual harassment. Abusing the dignity of another employee, volunteer or patient through race or sex-related slurs, or engaging in other objectionable or offensive conduct is strictly prohibited and is grounds for disciplinary action up to and including discharge.

The Equal Employment Opportunity Commission (EEOC) Definition of Harassment: Unlawful harassment may be based on sex, race, religion, color, national origin, age, disability or any other protected class of the federal, state, or local level. The most prevalent form of harassment is sexual harassment.

Sexual harassment can be any unwelcome sexual advances, requests for sexual favors or other verbal or physical harassment of a sexual nature. Harassment does not *have* to be sexual in nature; it can be offensive remarks about a person's sex. Harassment may be verbal, non-verbal (such as a visual and written materials), or physical. The behavior may be blatant or subtle. The main point to keep in mind is the harassing behavior is UNWELCOME. While someone may think they are just being funny, or cute, they may actually be guilty of harassment because harassment is not about intent; it is the impact that the behavior has on the recipient which determines harassment.

Some examples but not all-inclusive: Offensive jokes, pictures, graffiti and or comments; rude treatment of women/men because of gender; unwanted invitations, notes and/or flirtations; same sex harassment.

Steps to take if harassment occurs:

Immediately tell the harasser that the behavior is unacceptable and unwelcome. If the harassment continues, immediately report the incident to your immediate supervisor or the Executive Director, Community Cancer Center. It is the responsibility of the supervisor/management to listen objectively to the concerns and ensure a thorough inquiry will be conducted quickly, impartially, and as discreetly as possible. Management

must also indicate what action was taken as a result of the inquiry, including disciplinary actions against the alleged harasser if the allegations are substantiated.

Volunteer Responsibilities:

Since acceptable touching varies between different people, the best advice is to keep close personal contact to a minimum and always on a professional level, for example a handshake. Beyond that, unless you are absolutely sure that your contact is welcomed by the other person, it is probably best not to touch him/her at all. If you are uncomfortable at all with interaction be proactive and say something right away. Be consistent. If you do not feel comfortable telling them, discuss the incident in a timely fashion with your supervisor or member of management. Before emailing or determining if a joke is appropriate, imagine how a parent or child might interpret your message. If there is any doubt in your mind, play it safe; don't say it and don't send it. *Sexual harassment has no boundaries, men can harass women, women can harass men and the same sex harassment is recognized by the courts and is in a violation of the law.* As we have identified, harassment in the workplace is a very serious issue that affects everyone in the organization. Everyone has a responsibility to prevent harassment in the workplace. It is not the INTENT of the harasser that counts; it is the IMPACT of the behavior.

DRUGS & ALCOHOL

Drinking or being under the influence of alcoholic beverages or controlled substances during work hours is prohibited. This would include breaks and meal periods. Where reasonable suspicion exist of drug or alcohol use, the employee/volunteer will immediately be escorted from the work premises and may be subject to disciplinary action up to and including suspension or termination.

If prescription drugs must be taken, they must not affect you ability to perform work. If your doctor has ordered a medication that may affect you performance you are asked to notify you supervisor before beginning work.

Community Cancer Center

Volunteer Rules of Conduct

- 1) Please wear badge at all times while performing your volunteer services.
- 2) Dress is business casual, wear closed toe shoes, use good grooming and refrain from the use of fragrance which can trigger attacks of nausea and /or asthma in susceptible patients.
- 3) Please be on time for your shift.
- 4) Please sign in and out using the touch screen located next to the atrium desk adjacent to the foyer.
- 5) Please use good hand-washing to protect yourself and others from any infection or illness. Gloves, tissues, and hand sanitizer will be available for you at the information desk.
- 6) Please stay home and take care of yourself if you are ill.
- 7) If you are ill, or for some reason unable to fulfill your volunteer obligation, please notify your supervisor of your absence.
- 8) Do not try to manage a difficult situation by yourself. If you are met with a situation, person or incident that is concerning for any reason, please call the front desk on the first floor, or press the panic button at the kiosk desk immediately.
- 9) Do not lift or move any person who has fallen, passed out, or is otherwise incapacitated. Protection of yourself and others is of paramount importance. If time is of the essence, call 911 then report to the front office.
- 10) Please complete the annual in-service on fire safety and review the placement of the Fire Extinguishers in the atrium area often. Often this is done by mail.
- 11) Direct all questions regarding CCC business, cancer care, radiation etcetera, particularly those from reporters and news media, to the Executive Director, or our physicians as may be appropriate.
- 12) Please remember that YOU make the Community Cancer Center a center of healing and excellence. With YOU, patients and families with cancer are supported by friends and neighbors who really care.

Thank you for joining the staff at the Community Cancer Center!



Code of Ethics

The Community Cancer Center's Code of Ethics is a guide by which all staff will function. The intent of the Code of Ethics is to promote facility-wide integrity and ethical behavior in all matters, and augment the ability of the Community Cancer Center to achieve its mission.

- 1) CCC and staff will follow local, state, and federal laws and regulations at all times.
- 2) CCC and staff will conduct business activities honestly, accurately, and in a manner integral with its' non-profit status.
- 3) CCC and staff recognize their obligation to maintain confidentiality of patient, business, and employee information, in accordance with applicable legal standards and CCC policy.
- 4) CCC staff shall not use their position to profit personally, or place themselves in a situation that results in the appearance of profiting at the expense of the Center.
- 5) CCC staff shall not accept gifts, favors, or gratuities from vendors, contractors, or other outside parties in exchange for doing business, or other opportunity of doing business with the Center.
- 6) CCC staff members recognize their obligation to preserve and protect the Center's equipment, supplies, funds and services, and to use them effectively.

Employees who are aware of real or possible violations of these Codes are to report this information to Management.

UTILIZATION OF VOLUNTEERS

POLICY: # 149

POLICY: Specific guidelines are followed when the services of volunteers are utilized.

PURPOSE: To ensure that all volunteers are properly trained in elements of safety, confidentiality and duties.

1. A background check will be run on all potential volunteers. Utilization of the potential volunteer will be declined if the background check is questionable.
2. All potential volunteers will be assessed at orientation to ensure the ability to safely and satisfactorily perform the duties required of the position.
3. Verbal and written description of the specific duties required will be provided at volunteer orientation.
4. All volunteers will be advised of patient confidentiality guidelines and will be required to sign a confidentiality contract adhering to facility policies.
5. Volunteers will wear name badges at all times while in the facility and/or performing duties.
6. Volunteers will be trained in universal precautions, fire safety and emergency service practices according to facility guidelines and as appropriate.
7. Appropriate staff will periodically review volunteer performance of duties.
8. Negative reports will be carefully documented, reviewed and acted upon by administrative staff. If warranted after investigation, the volunteer may be released from services with CCC.
9. CCC van drivers are required to have a valid driver's license and successfully complete Driver Safety course.

Original: Mar 2, 2005

Revised: June 14, 2016

Revised: June 5, 2019

Touch Screen Training

- Put ID # behind badge.
- Helpful tips for working system are located under screen near kiosk desk.
- Use exception forms when monitor is down.
- Know your schedule.

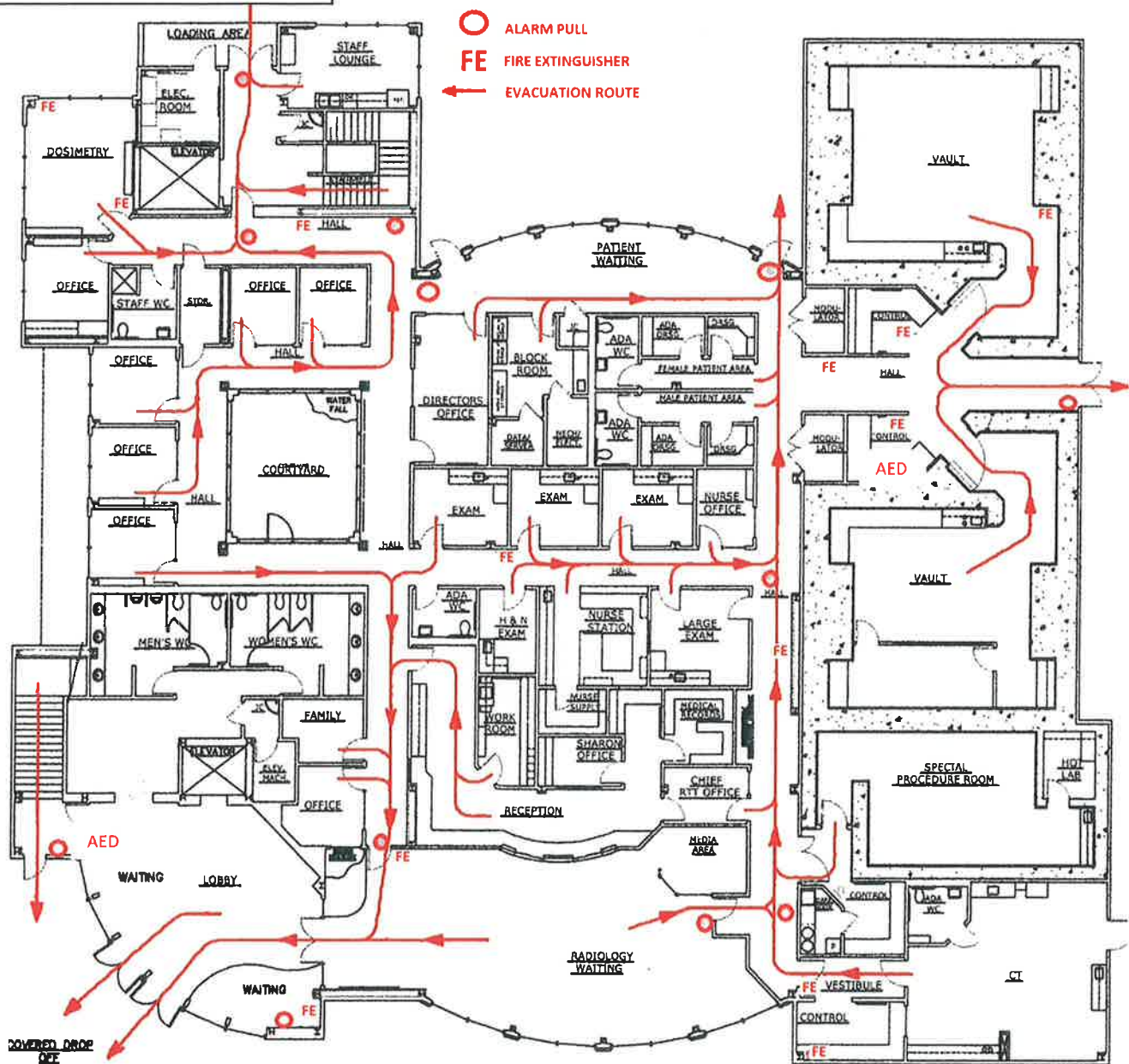
- Practice using the system to encourage comfortability with it.
- System is used to track volunteers on duty for safety purposes, acquire statistical information, and ensure volunteer recognition.

COMMUNITY CANCER CENTER

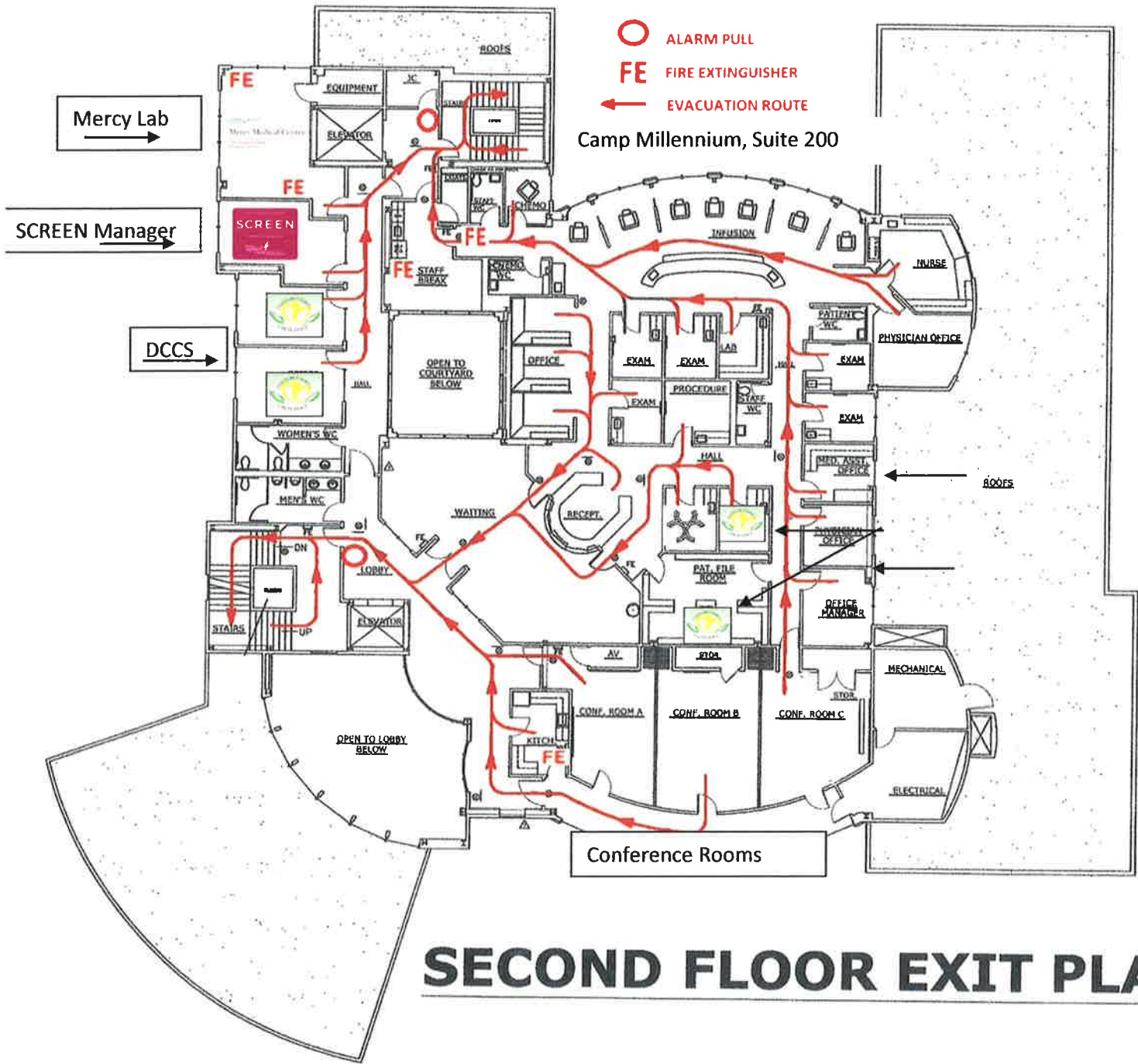
Radiation Therapy, Suite 100
Randy Moore, DO
Sylvia Gosline, MD
Michael Marietta, MD
541-673-2267

FIRE EVACUATION PLAN

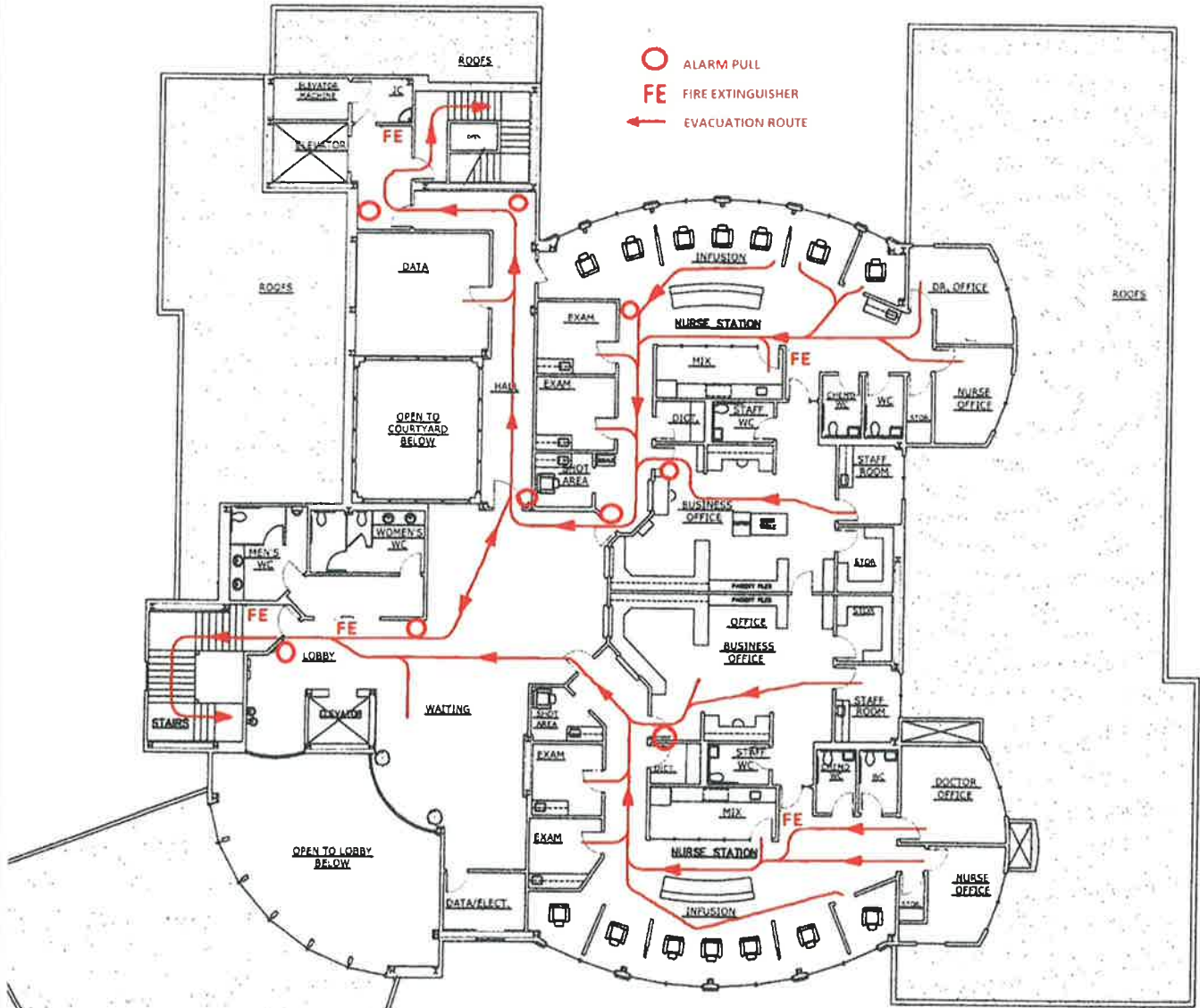
AED Automated External Defibrillator



FIRST FLOOR EXIT PLAN



SECOND FLOOR EXIT PLAN



THIRD FLOOR EXIT PLAN

Roseburg Medical Oncology, Suite 300
 Stephen Williams, MD & Joshua Weese, MD
 541-229-4070



Workforce Confidentiality Agreement

I understand that the Community Cancer Center (the Practice) has a legal and ethical responsibility to maintain patient privacy, including obligations to protect the confidentiality and to safeguard the privacy of patient information.

In addition, I understand that during the course of my relationship with and/or visit to the Practice I may see or hear other Confidential Information, such as financial data and operational information pertaining to the Practice that the Practice is obligated to maintain as confidential.

As a condition of my relationship with and/or visit to the Practice I understand that I must sign and comply with this Agreement.

By signing this document, I understand and agree that:

1. I will disclose Patient Information and/or Confidential Information only if such disclosure complies with the Practice's policies and is required for the performance of my assigned duties.
2. My personal access code(s), user ID(s), access key(s), and password(s) used to access computer systems or other equipment are to be kept confidential at all times.
3. I will not access or view any information other than what is required to perform my assigned duties. If I have any question about whether access to certain information is necessary for me to complete my assigned duties, I will immediately ask my supervisor for clarification.
4. I will not discuss any information pertaining to the Practice in an area where unauthorized individuals may hear such information (i.e. in hallways, on elevators, in the cafeteria, on public transportation, at restaurants, or at social events). I understand that it is not acceptable to discuss any Practice information in public areas even if specifics such as a patient's name are not used.
5. I will not make inquiries about any Practice information for any individual or party who does not have proper authorization to access such information.
6. I will not make any unauthorized transmissions, copies, disclosures, inquiries, modifications, or purging of Patient Information or Confidential Information. Unauthorized transmissions include, but are not limited to, removing and/or transferring Patient Information or Confidential Information from the Practice computer system to unauthorized locations (i.e. home).

7. Upon termination of my relationship and/or visit with the Practice I will immediately return all property (e.g. keys, documents, ID badges, etc.) to the Practice.
8. I agree that my obligations under this agreement regarding Patient Information will continue throughout and after my relationship and/or visit with the Practice has ended.
9. I understand that violation of this Agreement may result in the Practice using legal action against me to enforce its rights, including suspension, restriction or loss of privileges, in accordance with the Practice's policies, as well as potential personal civil and criminal legal penalties.
10. I understand that Confidential Information or Patient Information that I access or view at the Practice does not belong to me.

I have read the above Agreement and agree to comply with all its terms.

(Signature)

Date: _____, 20__

(Print your name)

(Title)