MISSION
We improve lives. In big ways through learning, healing and discovery. In small, personal ways through human connection. But in all ways, we improve lives.

VISION
From health care to health

VALUES
Patients first – Integrity - Excellence
Welcome from Volunteer Services

Welcome to UC Health, Colorado Springs, Volunteer Program. We are excited that you have chosen our organization to share your skills with and hope you will find your volunteer experience rewarding.

Our volunteers give many hours of service assisting patients, families, visitors and staff members. We are privileged to have you as part of our team and will work closely with you to ensure your success.

Volunteers are often the first encounter that patients and visitors have with our organization. Your smile, uniform and special brand of caring all present the positive image we want to convey to our community. Engage, make eye contact and smile!

Please remember to be as helpful and polite as possible. The feelings that volunteers impart, whether at the information desk, escorting patients, or offering magazines, create an impression which is lasting.

**OUR VOLUNTEER MISSION**

**GIVING, SUPPORTING, CARING…VOLUNTEERS IMPROVE LIVES!**

Should you have any questions or concerns, please call or stop by the Volunteer Services office. We are here to help and assist you.

Thank you

Robin Rogers  
Director, Service Excellence

Bonnie Nixon  
Supervisor, Volunteer Services

Kayleigh Glaspie  
Youth Programs Coordinator

Vera Gallegos  
Administrative Support
Volunteer Opportunities Include:

- Greeting and directing visitors and patients
- Assisting in the emergency department
- Escorting patients and visitors
- Providing hospitality to family members who’s loved ones are patients
- Conducting hearing tests on newborns
- Visiting and reading with patients
- Knitting/crocheting baby caps and blankets
- Clerical
- And much more...

Available Departments

- Massage Therapy
- Knitting
- Medical Records
- Birth Center
- Mother-Baby
- Newborn Hearing Screens
- Book Cart
- Cancer Center
- Oncology Services
- Ortho/Neuro Care Unit
- Cancer Radiation Oncology
- Outpatient Surgery
- Cardio
- Cuddler
- Emergency Department
- Pet Therapy
- Wound Care
- Pharmacy
- Rehab-Inpatient/Outpatient
- Gift Shop
- Special Projects
- Surgical Waiting
- Infection Control
- Information Desk
- Volunteer Services Office
- Women’s Pavilion
- Laboratory Support
- Escorting
- Healing with Art
- Healing with Music
- Patient/Medical Care Floor
VOLUNTEER PROGRAMS

ADULT VOLUNTEERS – UC Health, Colorado Springs offers more than 70 areas for volunteering. Adult volunteers are an essential part of our hospital system, supporting the staff and helping the hospital achieve its mission of service to the community. Most volunteers work shifts that are three to four hours in length one time each week.

JUNIOR VOLUNTEERS – Caring and dedicated teenagers, ages 14 through 18, contribute their free time to helping others by volunteering in the hospital. Working three to four hour shifts, one time each week, gives them the opportunity to serve in the healthcare environment. Being a junior volunteer is a growth experience with many personal rewards including building self-esteem, learning the importance of being dependable, feeling good about helping others, gaining knowledge of the medical field, acquiring work experience, and making lasting friendships.

LEARNING LINK – Learning Link is a career observation program for students interested in shadowing in a particular career field. Students are able to shadow in different departments and will gain valuable knowledge and experience in what’s it’s like to work within the health care profession.

MEMORIAL JUNIOR MEDICAL SCHOOL (MJMS) – UC Health, Colorado Springs is introducing the Junior Medical School, a new career exploration program for high school students. The two-day program gives students a glimpse into the world of medicine to determine whether health care is a profession they may be interested in pursuing. The students will work with medical professionals from a variety of disciplines, and gain valuable information about careers in health care. As a strong community employer, UC Health is interested in hiring and retaining the best minds in medicine. U.S. News recently ranked jobs in medicine among four of the top five careers in its 100 “Best Jobs” ranking. Health care is a top field because it offers vast employment opportunities, good salary, manageable work-life balance and job security.

HEALING WITH ART & MUSIC – This program is designed to reduce patient stress and anxiety; provide unique sensory stimuli, increase social interaction and communication. Volunteers in this program must have previous experience and or proficiency in art or music. Volunteers assist patients with art projects and perform instrumental or vocal music for patients. Flexible scheduled hours are available for this program.
**PET THERAPY** – This program provides benefits similar to those in our art and music program. It aims to reduce patient anxiety and increase patient communication by providing opportunities for patients to interact with pet therapy animals and their owners. Most breeds of dogs are eligible with some exceptions. Pets must have current pet therapy certification to include current yearly vaccinations and health screen. Flexible scheduled hours are available for this program. Accepted pet therapy programs include but are not limited to*:

- Pet Partners – www.deltasociety.com
- Therapy Dogs, Inc. – www.therapydogs.com
- Therapy Dogs International – www.tdi-dog.org

*Other pet therapy licensed programs may be acceptable. Check with your Volunteer Services Coordinator.

**KNITTERS AND QUILTERS** – Volunteer Services strives to provide yarn for those who knit and crochet. We accept blankets and caps (knitted, crocheted, and fleece) for patients in oncology, pediatrics, trauma services, and the newborn nursery. For additional information, please contact the Volunteer Services office.

**VOLUNTEER AWARDS AND BENEFITS**

**AWARDS**
- Annual Volunteer Week Recognition Celebration
- Volunteer Social Events
- Hours pins are available upon request.

**BENEFITS**
- Cafeteria discount (10%) and one free drink per shift.
- Volunteer newsletter
- Access to the Fitness Centers
- Community education classes
- Mileage and uniforms are tax deductible.

**INFECTION PREVENTION SCREENING**

**HEALTH SCREENING** – Volunteer health information is kept confidential. Should you have a significant illness or injury, please give us your updated health history information. The following are required for your health screen at Employee Health. TB and Flu vaccine are **free** of charge to volunteers.

- Flu Shot or Verification (during flu season)
- MMR Verification (titers will be drawn if unavailable)
- TB Test Verification
• Copy of Immunization Records (titers will be drawn if unavailable)
• Valid Driver License or Identification
• Urine Sample for Drug Screen *(18 and older)*
• List of all medications along with them in their original prescription bottles

Health Screens are **by appointment only**. Please call 719-365-5560 to schedule a one hour appointment. Employee Health is located in Printers Park Medical Plaza, 175 S. Union Blvd, Suite #315. Their phone number and hours of operation are below.

Employee Health
719-365-5560
Monday - Friday
7:30 am – 4 pm

*PLEASE CALL FOR AN APPOINTMENT*

**HAND HYGIENE** – Hand hygiene is necessary to remove transient bacteria that accumulate on the skin in everyday living. Hands should be washed with soap and warm water for 20 seconds before handling food, before eating, after using a handkerchief or the bathroom, and before and after patient contact. Be sure to clean under your nails and use a dry paper towel instead of your hands to turn off the faucet. Using lotion will keep your skin soft and pliable. When hands are not visibly soiled, alcohol-based hand antiseptics can be used. If you accidentally come in contact with a patient’s body substances - such as blood, stool, urine or sputum, hand-washing should be initiated and continued for two full minutes. Any exposure to these substances must be reported to volunteer services, the immediate supervisor for your area and the employee health department on the blood/body fluid exposure report form.

**STANDARD PRECAUTIONS AND TRANSMISSION-BASED STANDARDS** are used by caregivers in our hospital. You may see personnel using gloves, masks, glasses and gowns as they interact with patients. This reduces the possibility of caregivers coming in contact with body substances that may contain bacteria and transferring bacteria to other patients. Should you be asked to transport a specimen to the lab, it must be placed in a sealed bio hazard bag by the nurse before it is given to you. If you see an isolation sign on a patient’s door, check with the charge nurse before entering the room and follow all precautionary processes posted on the door. Patients in a room with an isolation sign may have an illness that is transmitted by airborne, droplet, or contact means.

**ARTIFICIAL NAILS** – Studies have shown that patient caregivers at hospitals across the country who wear artificial nails have increased the infection rate for patients. Therefore, Memorial implemented a policy change consistent with community and national standards regarding artificial nails.

The Global and Personnel Policies have been revised to reflect the requirements cited by the Center for Disease Control and Prevention (CDC). Due to this overwhelming evidence, **direct patient care providers may not wear artificial nails.** This also
includes volunteers who provide direct patient care including cuddlers and newborn hearing screeners.

SAFETY EMERGENCY PROCEDURES – An overhead page is used to announce an emergency situation. The messages or pages may be preceded by “This is a drill” to indicate a practice scenario. The following codes are also listed on your pocket card, and drills are held periodically.

<table>
<thead>
<tr>
<th>CODE</th>
<th>INDICATION</th>
<th>RESPONSE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blue</td>
<td>Cardiac/Respiratory Arrest</td>
<td>Call 811, push code button in patient room</td>
</tr>
<tr>
<td>Pink</td>
<td>Infant Code Blue</td>
<td>Call 811, push code button in patient room</td>
</tr>
<tr>
<td>Amber – two tone alert</td>
<td>Infant or child missing or abducted</td>
<td>Call 811, stand near exits and in hallways to look for person concealing a child or infant</td>
</tr>
<tr>
<td>White</td>
<td>Obstetrical Hemorrhage</td>
<td>Call 811</td>
</tr>
<tr>
<td>Gray</td>
<td>Behavior health emergency with agitated patient</td>
<td>Call 811</td>
</tr>
<tr>
<td>Red</td>
<td>Fire or Smoke</td>
<td>RACE to respond to fire; PASS to operate fire extinguisher</td>
</tr>
<tr>
<td>Green</td>
<td>Bomb Threat</td>
<td>Call 811 and check area for unusual objects</td>
</tr>
<tr>
<td>Yellow</td>
<td>Emergency/Disaster Response</td>
<td>Follow Incident Command emergency procedures and instructions</td>
</tr>
<tr>
<td>13</td>
<td>Violence</td>
<td>Assist visitors and patients to a safe location, close doors.</td>
</tr>
<tr>
<td>Utility</td>
<td>Essential Equipment Failure</td>
<td>Follow emergency instructions provided</td>
</tr>
<tr>
<td>Orange</td>
<td>Hazardous Spill</td>
<td>Call 811 and contain spill if safe</td>
</tr>
<tr>
<td>Tornado Watch</td>
<td>Tornado possible, none sighted</td>
<td>Close drapes and blinds, stay inside</td>
</tr>
<tr>
<td>Tornado Warning</td>
<td>Conditions are favorable for a tornado</td>
<td>Be prepared to move patients and wait for further instructions</td>
</tr>
</tbody>
</table>

HAZARDOUS MATERIALS COMMUNICATION – Volunteers are responsible for maintaining knowledge of hazardous materials (HAZMAT) used in their area, knowing the location of the materials safety data sheets (MSDS), and understanding proper use and notification procedures.

SPIRITUAL CARE
UC Health, Colorado Springs has professional chaplains on staff to provide spiritual, emotional, and relational support to patients, families, volunteers and staff. If you see someone in need of support, please contact the Spiritual Care department by calling 365-2427. A chapel is available at both hospitals for prayer or quiet reflection. At Central the chapel is on the 2nd floor by the Central Elevators and at North it is right off the main entrance.
UC HEALTH, COLORADO SPRINGS, STANDARDS OF PERFORMANCE

M.A.I.D.E.T. - At Memorial, we treat our patients with the utmost respect. Using the acronym, we put forth our best customer service skills at all times.

- **Manage Up** – Speak positively about the UC Health, Colorado Springs team, especially as you transition your patients or visitors to their next caregivers.
- **Acknowledge** – Greet people with a smile and use their formal names when you know them.
- **Introduce** – Introduce yourself, learn the name of those you are speaking with, and state your role.
- **Duration** – Set expectations about how much time something will take or how long a delay may be.
- **Explain** – Explain what is happening in a way that patients and their visitors can understand.
- **Thank** – Sincerely thank your patients and visitors for trusting us with their care, for being active members of their care team, or for any additional reasons deemed appropriate.

UC HEALTH-COLORADO SPRINGS, POLICIES AND GENERAL INFORMATION

**AGE SPECIFIC COMPETENCY** – Always consider the patient as a person. Think about the family and visitors in interactions. When talking to a patient or visitor, please be sensitive to age appropriateness.

**ALCOHOL, SMOKING AND DRUG USE** – UC Health is committed to a smoke, drug and alcohol-free workplace. Any use of these substances by volunteers which interferes with or adversely affects work performance will not be tolerated. Reporting to your volunteer area under the influence of alcohol or drugs, or possessing, manufacturing, dispensing, selling, or using them on any UC Health, Colorado Springs, premises will result in immediate termination at both the Central and North campuses.

**BEREAVEMENT** – Occasionally, you will see a room that has a card with a leaf pictured on it (an aspen leaf with a dew drop or a maple leaf). This card is used to alert us that a patient has passed away. Please do not enter these rooms.

**CORPORATE COMPLIANCE** – The UC Health, Colorado Springs Corporate Compliance Plan has been carefully designed to assure that Memorial consistently acts in accordance with any and all known legal duties. A reporting system, including a hot line at 800-403-2511, is in place whereby staff and volunteers can report irregularities or possible criminal conduct by others within the organization without fear of retribution.
DIVERSITY – We appreciate and value all people for their skills and uniqueness which includes such things as gender, race, age, ethnicity, physical ability, religion, sexual orientation, education, and socio-economic status.

HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT (HIPAA) – Health Insurance Portability and Accountability Act of 1996 (HIPAA) was passed and took effect on April 14, 2003.

WHAT IS HIPAA? HIPAA is a law designed to improve the efficiency and effectiveness of the nation’s health care system.

- HIPAA protects health insurance coverage for workers and their families when they change or lose jobs.
- HIPAA requires the standardization of electronic information used by health care providers, health plans, and employers.
- Looking up one’s friends on the census to see who is in the hospital is illegal as well.
- Everyone must be diligent about not leaving paperwork with confidential information lying out or leaving a computer screen open to the public with patient information.
- Patients are informed upon admission regarding what will be included in the patient directory.

WHAT YOU SEE AND HEAR HERE, STAYS HERE!

INSTITUTIONAL ABUSE – To ensure the integrity of professional relationships and to provide compassionate care to patients, neither abuse of patients nor any disruptive behavior by a practitioner or individual will be tolerated.

INTERPRETER SERVICES – To ensure good communication, UC Health, Colorado Springs provides medical interpreter services to limited-English speaking or hearing-impaired patients and their families. If you have a situation that you believe requires an interpreter, speak with the Charge Nurse on the floor. If he/she is not available, call Interpreter Services at 365-2690 for immediate assistance.

LOST AND FOUND – Articles lost by patients are stored on the unit where they were found or lost for a two week period. If you have lost personal property at UC Health, Colorado Springs Central, call the lost and found line at 719-365-2473. For items lost at UC Health, Colorado Springs North, contact Security for valuable items. If you suspect you have had personal property stolen while at work, you should report this to the security officer on duty. The Volunteer Services offices at both hospital locations have lockers for your personal belongings while you volunteer.

NURSING HOUSE SUPERVISORS – Nursing House Supervisors are available to help if a person has an issue with the hospital. To contact the patient representatives call the hospital operator.
SEXUAL HARASSMENT – Sexual harassment of any kind will NOT be tolerated at UC Health, Colorado Springs. If you feel a staff member of visitor has abused you, please report it to Volunteer Services.

- Definition – Sexual harassment is defined as a continuing pattern of unwelcome sexual advances, requests for sexual favors or physical contact of a sexual nature.

COMPLAINT PROCEDURE – If you feel you are the victim of sexual harassment by a fellow volunteer, staff member, doctor, patient, or visitor, please contact Volunteer Services immediately. In the case of any sexual harassment complaint, an investigation will be conducted and if facts support the complaint, appropriate action will be taken against the offending party.

INSPECTIONS AND SURVEYS – Memorial may be inspected by local, state, or federal surveyors. If anyone identifies themselves as a member of one of these groups (CMS or the Joint Commission, for example), please treat them with the same high level of respect and courtesy we would provide any visitor.

MEDIA – Do not answer any media questions. Newspaper, TV or other media personnel should be directed to Media Relations in the Communications and Marketing Office.

GRATUITIES – UC Health, Colorado Springs staff and volunteers are not permitted to accept gratuities (tips) from patients, visitors, or anyone else. You may refer interested people to the Volunteer Services department or the UC Health, Colorado Springs Foundation where they may make a donation.

VOLUNTEER PROCEDURES AND POLICIES

HOURS – We track volunteer hours for a variety of reasons and can provide hours reports per request.

SIGNING IN AND OUT – Volunteers will log in and log out at the Volunteer Information Center (VIC) touch screen computer, located at three locations at UC Health, Colorado Springs Central and North in the Volunteer Services office. It not only maintains the sign-in process but also totals volunteer hours. Volunteers can also call the Hours Line at 719-365-8282 to record hours.

BREAKS – Volunteers are encouraged to take a 15- 20 minute break during their shift during which time you can eat and drink. Always inform a staff supervisor when you will be gone from your area. Volunteers should not read, do homework or text while volunteering.
**ABSENCE POLICY** – If you are going to be absent from your shift, please call BOTH the area where you volunteer and the Volunteer Services department. The staff counts on volunteers working at their assigned times and we do expect a commitment.

*If you have not completed any hours in a calendar month, you will receive an email asking for response about your return; your file will inactivated and archived if you don’t respond to an inactivity email. Volunteers can be reactivated when they resume their volunteer work, but must first contact the Volunteer Office.*

**FINDING A SUBSTITUTE** – Areas that require you to find a substitute are Surgical Waiting, Escorts and Information Desk.

**LEAVES OF ABSENCE** – Leaves of absence can be taken for up to three months, but your position may not be guaranteed upon your return. If you need to take a leave, please speak with staff from the Volunteer Services office. If the leave is due to medical reasons, a physician’s note may be required to return to volunteer. Re-orientation is required after one year’s absence.

**INCOME TAX DEDUCTION** – Income tax deductions for mileage deduction for transportation to and from the hospital and purchase of materials (uniform) dependent on itemization of taxes.

**LETTERS OF REFERENCE FROM VOLUNTEER SERVICES DEPARTMENT** – If requested, we are pleased to provide letters of reference for you. If you volunteer 100 hours or more as an adult or more than 50 hours as a junior volunteer, we will write a letter verifying your hours upon request. We will not sign off on court-ordered community service documents, nor can we accept volunteers who are donating their time for court-ordered hours of any kind.

**MEMOS/COMMUNICATIONS** – Please read the newsletter (What’s the Buzz) and other emails/notes that are sent to you. Well-informed volunteers are the best volunteers. Make every effort to stay abreast of what is happening at UC Health, Colorado Springs.

**NAME BADGES** – Your name badge will be issued after your interview and a $10.00 refundable deposit will be required. You must have your name badge on at all times while volunteering at the hospital. Name badges are to be worn on the upper right side of your shirt where it is visible at all times or on a breakaway lanyard.

**PARKING** – All volunteers are required to park in the parking garage in any spot that is available at the Central Hospital and in the parking lot at North.

**SECURITY** – A security officer will escort you to your car at any time you request it. Call the operator to page a security officer. Tell the operator your location and ask her/him to send a security officer.
TELEPHONES – Volunteers may answer hospital telephones in their work area as instructed by staff. Always identify the area and yourself as a volunteer. Volunteers are not permitted to take messages related to patient care or treatment or physician orders. Get a staff member to take such messages.

CELL PHONES – Use of cell phones is not permitted by volunteers in any UC Health, Colorado Springs facility during your volunteer shift. You are welcome to use a phone in the Volunteer Services department or request to use the phone at the nurses’ station on your floor for emergency calls or to call your family.

UNIFORMS AND DRESS CODE – Your uniform identifies you as a volunteer to patients, visitors, and staff. Be sure your uniform is always neat, clean, and wrinkle free and that you are well groomed. Keep jewelry to a minimum. Wedding rings, watches, and small post earrings are acceptable. No facial or tongue piercings (this does not include pierced ears) are allowed. Do not wear any jewelry that dangles. Please do not wear, perfume, powder, or aftershave lotion. The smell can bother patients who tend to be more sensitive to smell. Hair must be above the shoulders or pulled back if you work in patient care areas. Please do not eat, or chew gum while in your area. Uniform prices are subject to fluctuation with market changes, but we will do our best to keep them affordable.

VOLUNTEER UNIFORMS – All volunteers wear a royal blue volunteer polo shirt or smock. A white T-shirt, turtleneck, or tank may be worn under the shirt or smock if needed. Volunteers wear white or black, soft-soled, closed-toe shoes* with socks or nylons. White or black pants may be worn with the uniform. No Capri pants; pants must be full length. *Crocs can be worn – blue, black or white.

DISCLAIMER – I understand any volunteer assignment with UC Health, Colorado Springs is voluntarily entered into and does not constitute a contract of employment, expressed or implied. Further, I understand that my volunteer placement could be ended at any time based on the discretion of the Director of Volunteer Services.

If you have been convicted of a misdemeanor or felony, you are required to disclose this to the Volunteer Services office with an explanation of charges. Failure to disclose prior convictions can result in denial of volunteer opportunities. Prior to commencing a volunteer assignment or upon a random selection a volunteer (adult or junior) may be required to satisfactorily complete a drug screen. Upon acceptance into the volunteer program, a background check will be run on all adult volunteers.

WHEELCHAIR ORIENTATION – All volunteers will be trained on the proper use of wheelchairs when trained in their assigned area(s).
ABBREVIATIONS MOST USED AT UC HEALTH, COLORADO SPRINGS

CCU – Coronary Care Unit
CHA – Colorado Hospital Association
CNA – Certified Nurse’s Assistant
CS – Central Services
DO – Doctor of Osteopathy
DVS – Director, Volunteer Services
EEG – Electro-Encephalogram
EKG – Electro-Cardiogram
EMT – Emergency Medical Technician
ER/ED – Emergency Room / Emergency Department
G.I. Lab – Gastro-Intestinal Lab
HIPAA – Health Insurance Portability and Accountability Act
HRD – Human Resources
ICU – Intensive Care Unit
IV – Intravenous
L & D – Labor and Delivery
MAC – Memorial Administration Center
MD – Medical Doctor
NICU – Neonatal Intensive Care Unit
OB – Obstetrics
OPS – Outpatient Surgery
OR – Operating Room
OT – Occupational Therapy
PACU – Post Anesthesia Care Unit (Recovery Room)
PEDS – Pediatrics
PICU – Pediatric Intensive Care Unit
PR – Public Relations
PT – Physical Therapy
REHAB – Rehabilitation
RN – Registered Nurse
TICU – Trauma Intensive Care Unit
**DIRECTORY**

To access an outside line within the hospital, dial 9 first and within the hospital simply dial the last five numbers.

<table>
<thead>
<tr>
<th>AREAS</th>
<th>CENTRAL</th>
<th>NORTH</th>
</tr>
</thead>
<tbody>
<tr>
<td>Volunteer Services</td>
<td>1400 E. Boulder St.</td>
<td>4050 Briargate Parkway Colo Spgs, CO 80920</td>
</tr>
<tr>
<td>Volunteer Services Director</td>
<td>365-8791</td>
<td>365-8791</td>
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<tr>
<td>Volunteer Services</td>
<td>365-5206</td>
<td>365-5206</td>
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<tr>
<td>Supervisor</td>
<td></td>
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<td>Youth Programs Coordinator</td>
<td>365-5372</td>
<td>365-5372</td>
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<td>Vol. Services</td>
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<tr>
<td>Admin Support</td>
<td>365-5298</td>
<td>364-5298</td>
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<td>Volunteer Hours</td>
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<td>Reporting</td>
<td>365-8282</td>
<td>365-8282</td>
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<td>Volunteer Services</td>
<td></td>
<td></td>
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<tr>
<td>Office Fax</td>
<td>365-2472</td>
<td>364-3557</td>
</tr>
<tr>
<td>Gift Shop</td>
<td>365-5152</td>
<td>364-2710</td>
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<tr>
<td>Employee Health Department</td>
<td>365-5560 Printers Park Medical Plaza</td>
<td></td>
</tr>
<tr>
<td></td>
<td>175 S. Union Suite 315</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Hours: 8 a.m.- 4 p.m., Mon.-Fri.</td>
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<tr>
<td>Chaplain</td>
<td>365-2427</td>
<td>365-2427</td>
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<tr>
<td>Emergency</td>
<td>811 (internal)</td>
<td>811 (internal)</td>
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<tr>
<td>Lost &amp; Found</td>
<td>365-2473</td>
<td>Security</td>
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<td><strong>Nursing House Supervisors</strong></td>
<td>365-6832</td>
<td>364-6832</td>
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<td>Security</td>
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<td>0</td>
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<tr>
<td>Operator (outside of hospital)</td>
<td>365-5000</td>
<td>364-5000</td>
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<tr>
<td>Operator (inside of hospital)</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Corporate Compliance Hotline</td>
<td>365-5668</td>
<td>365-5668</td>
</tr>
<tr>
<td>Human Resources Department</td>
<td>365-5114 Memorial Administration Center</td>
<td>365-5114</td>
</tr>
<tr>
<td></td>
<td>2420 E. Pikes Peak Ave.</td>
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</table>

**HOURS OF OPERATION** *Subject to change*

<table>
<thead>
<tr>
<th>AREAS</th>
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<th>NORTH</th>
</tr>
</thead>
<tbody>
<tr>
<td>Volunteer Services Office</td>
<td>Monday – Friday 8 a.m. – 4:30 p.m.</td>
<td>Monday, Wednesday, Friday 8:30 a.m. – 4:30 p.m.</td>
</tr>
<tr>
<td>Human Resources</td>
<td>Monday – Friday 7:30 a.m. – 4:30 p.m.</td>
<td></td>
</tr>
<tr>
<td>Gift Shop</td>
<td>Monday – Friday 9 a.m. – 5 p.m. Saturday 10 a.m. – 4 p.m.</td>
<td>Monday – Friday 9 a.m. – 5 p.m.</td>
</tr>
</tbody>
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