Deaconess Hospital

VOLUNTEER HANDBOOK

2012 - 2013

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Index

Welcome …… 3
Mission & Values of Deaconess Hospital …… 3
Volunteer Services …… 3
Application & Orientation Process …… 3
Customer Service …… 4
Patient Rights & Responsibilities …… 4
Confidentiality …… 5
Corporate Compliance …… 5
Cultural & Spiritual Sensitivity …… 6
Emergency Management …… 6
- Fire …… 7
- Evacuation …… 8
- Disaster …… 8
- Bomb Threat …… 8
- Hazardous Materials & Wastes …… 8
- Bioterrorism …… 9
- Weather …… 9
- Medical Emergency …… 9

Infection Control …… 10
Safety …… 11
Accident/Injury …… 11
Harassment …… 11
Security …… 12
Volunteer Office Guidelines …… 12
- Photo ID Badges …… 12
- Personal Appearance …… 12
- Attendance …… 13
- If You Are Ill …… 13
- Meals/Snacks …… 13
- Gifts …… 13
- Parking …… 13
- Patient Visitation …… 13
- Personal Items …… 14
- Signing In & Out …… 14
- No-Smoking …… 14
- Telephone Calls …… 14
- Volunteer Assignment …… 14

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Welcome

Welcome to Deaconess Health System! Volunteers are an integral part of patient care support services at Deaconess. By giving your time and talents, you make a significant contribution to our patients, their families and visitors, physicians, staff, and fellow volunteers.

Mission & Values of Deaconess Hospital

Our mission, in keeping with Deaconess' Christian heritage and tradition of service, is to provide quality health care services with a compassionate and caring spirit to persons, families and communities of the Tri-State.

Our values:

- Quality in everything we do
- Respect for all people
- Efficiency and effectiveness in the use of resources
- Innovation toward continuous systems improvement
- Partnership with those we serve and with suppliers
- Education for continuous growth and knowledge
- Pride in workmanship

Volunteer Services

A "volunteer" is anyone who performs a task for the hospital without monetary compensation or expectation of compensation. Each volunteer must be officially accepted and enrolled by the Volunteer Services Department prior to assignment to any hospital department. The Volunteer Services Department maintains the right to accept or reject anyone wanting to volunteer.

As a volunteer, you are directly responsible to the manager of Volunteer Services and the manager of the department/unit to which you are assigned.

The Volunteer Services office is located at 600 Mary Street, Evansville, IN 47747. The telephone number is 812-450-3441.

Important information is included in this handbook which will prove useful to you during your hospital service. We hope you find your volunteer experience at Deaconess to be very rewarding.

Application & Orientation Process

- You must complete a Volunteer application.
- You must complete a health information form.
- You must complete and sign Confidentiality/HIPAA forms.

- Deaconess will conduct a background check on all new volunteers age 18 and over.
- New volunteers must be tested for TB or provide proof of being tested within the past 12 months.
- Volunteers will be sent to Deaconess' main campus Human Resources Department or the Deaconess Gateway Security Office to obtain a photo ID badge. See Page 10 for additional information.
- General orientation will be provided by the Volunteer Services Office.
- Department-specific orientation will be provided at the start of your shift on your first day of volunteering.
    - To meet regulatory requirements, an orientation checklist must be completed by the volunteer and their department/unit supervisor and returned to the Volunteer Services office.

NOTE: Volunteers assigned to the Children's Enrichment Center and Emergency Department must also furnish proof of immunizations.

Customer Service

We define a customer as anyone with whom we come in contact (e.g., patients, their families, physicians, visitors, employees and fellow volunteers, vendors, and contractors). We expect all employees and volunteers to follow the Deaconess Credo when relating to customers:

We are ambassadors of Deaconess, cultivating a nurturing atmosphere of:

Courtesy
Respect
Empathy
Dignity
Optimism

Patient Rights & Responsibilities

All patients at Deaconess are entitled to:

- Safe, effective, compassionate care that is respectful of their values, beliefs and preferences.
- Informed participation in their care decisions and in ethical questions related to their care.
- Have pain assessed and managed effectively.
- Respect for their needs for safety, privacy, confidentiality, comfort, resolution of conflicts, pastoral services and effective communication.
- Have, or be assisted in preparing, an Advance Directive and expect it to be honored.
- Information regarding their rights.
- Care by staff persons who support these rights.

High-quality patient care can occur only when an organization respects each patient's rights and conducts professional and business relationships with patients and the public in an ethical manner. Deaconess is committed to operate at the highest ethical level.

Confidentiality

Deaconess Hospital is required by various laws and professional ethics to maintain the privacy and confidentiality of information about patients. All volunteers who use or share patient information must follow Deaconess policies. Failure to do so will result in termination and can also expose volunteers to various penalties imposed by the federal or state government.

Deaconess' policies regarding patient confidentiality are contained in the Health Information Protection Standard Manual which is on-line in the HIPAA section of DWeb. Staff members can assist you in accessing this information. For questions, contact the privacy officer at 450-7223.

Volunteers may not have access to patients' charts. *As a volunteer, all information you learn regarding patients, their families, and any aspect of their care is confidential*. This includes all information about a patient and family, including name, diagnosis, address, financial information, family relationships, and any information learned from the staff, patient or family. If a patient or family member shares information with you that you believe should be brought to the attention of the patient's care team, you should discuss this with your department supervisor. Discussions involving confidential information should never occur in elevators, the cafeteria, lobbies or other locations where it may be overheard by others.

No photographs or videotapes of any kind are permitted without a signed release from a patient or parent/guardian and notification of a manager. Please contact the Public Relations Department at 450-3199 for additional information.

All inquiries from newspaper, magazine, television, and radio reporters should be referred to the Public Relations Department for a response.

Only authorized staff may keep journals or written reports, and permission must first be received from a staff supervisor. Names and information that could identify a specific patient or family may not be used under any circumstances.

Corporate Compliance

Compliance is the process of doing business in an ethical way. Compliance involves preventing, detecting and correcting possible violations of laws, regulations, and policies and procedures. Everyone is responsible for complying with rules and regulations, and we have a duty to identify and report unethical business practices or possible failures to comply with federal, state or local laws.

For guidance regarding an ethics or compliance concern or to report a possible violation of our standards:

- Discuss the situation with your supervisor or manager;
- Contact the Corporate Compliance Officer at 450-2361; or
- Call the Compliance Anonymous Legal Line (CALL) at 1-800-808-3198.

Cultural & Spiritual Sensitivity

Deaconess is committed to respecting and being sensitive to the cultural, ethnic and spiritual traditions of all people. Not only is this a regulatory requirement, but it is simply the right thing to do. The United States has always been a culturally diverse nation, and this trend is continuing. In Evansville, diversity of the population is increasing as people from nearly all parts of the world come to this community to live, work and participate in all aspects of life. It is vital that staff and volunteers become sensitive to the diverse cultures and traditions of those who come to Deaconess for care and comfort. This is especially important because cultural and spiritual practices influence all areas of life, including the meaning of one's tone of voice; the nature of symbolic objects; the meaning of non-verbal expressions and cues; how time is understood; the structure of the family and who has the authority to make decisions; dietary needs/restrictions; and spiritual/religious practices.

Cultural sensitivity begins when we adopt an attitude of "cultural humility". That is, while we value and appreciate our own cultural, spiritual and ethnic traditions and practices, we realize that these are not the <u>only</u> ones. Other traditions and practices are equally valued and appreciated by persons of other cultures. Maintaining a sense of humility, which includes a willingness to learn and the ability to recognize that "different is just different" rather than good or bad, is important. Although few individuals, if any, can ever hope to become familiar with all of the cultures of the world, we can adopt an attitude of openness and interest toward others, becoming better informed in the process. As we become more familiar with the cultural and spiritual practices of others, we will be able to respond to them appropriately.

As we adopt an attitude of "spiritual humility," we need to remember three things:

1. We need to respect difference: "Different is just different." When we acknowledge and celebrate differences, we avoid judgment.
2. We need to be open to learning about other cultures and cultural practices. If we don't know or are not sure what to do, it is okay to ask in a tactful manner. In fact, this can be a good way to become better informed.
3. We need to accept that there are many ways to live in the world. The better we are able to enter another person's "frame of reference," the better we will understand them and more effectively meet their needs.

While practices and traditions different from our own may cause us to be uncomfortable or puzzled, with the right attitude and a sense of humility, we can discover the richness and depth that diversity brings to our community and our lives as we serve the people of the Tri-state area.

Emergency Management

The following are codes used for specific emergency situations. All volunteers should be knowledgeable of these codes:

Situation	Code/Announcement
Fire	CODE RED
Evacuation	CODE GREEN
Disaster	CODE BLACK
Bomb Threat	CODE YELLOW
Hazardous Materials	CODE ORANGE
Bioterrorism	CODE BRAVO
Weather	WATCH/WARNING
Medical Emergency	CODE BLUE
End of situation	ALL CLEAR

Fire (CODE RED)

Make sure you know where the exits, fire alarm stations, and fire extinguishers are located. Be aware of the evacuation route on every patient care unit and throughout the hospital.

The proper response to fire or smoke is **R.A.C.E.**

R = Rescue patients immediately from fire or smoke area.
A = Pull fire alarm station.
C = Contain the smoke or fire by closing all doors to rooms and corridors.
E = Extinguish the fire if it is safe to do so and you have been trained in the use of the extinguisher.

To use a fire extinguisher, follow the **P.A.S.S.** system:

P = Pull the pin at the top of the extinguisher out. This is the pin that keeps the handle from being accidentally pressed when not needed.
A = Aim the nozzle of the hose toward the base of the fire.
S = Squeeze the handle to discharge the extinguisher while standing approximately eight (8) feet away from the fire. If you release the handle, the discharge from the extinguisher will stop.
S = Sweep the hose and nozzle back and forth at the base of the fire. You must watch the fire carefully to assure it is completely extinguished, as fires may re-ignite.

If fire or water threatens your area, initiate the following procedures:

- Turn off all equipment.
- Leave lights on.
- Keep telephone lines clear.
- Close all doors and windows.
- Notify the Call Center when you are ready to evacuate.
- Evacuate to an area of safety.

If you are in an area that is identified as having an emergency, report to the nearest nurse station or department manager for instructions. If the fire is not in your area, stay and wait for instructions.

Evacuation (CODE GREEN)

Make sure you know where the exits are located throughout the building. Be aware of the evacuation routes. If a specific unit or the entire building needs to be evacuated, report to the department supervisor. You may be needed to help relocate or evacuate patients. Evacuations and relocations will be determined by the Incident Command supervisor and will be communicated to each unit/department.

Disaster (CODE BLACK)

When there is an emergency situation at the hospital, upon hearing the announcement of CODE BLACK, volunteers will be asked to go to the Personnel Pool for instructions and possible assignment of duties. The Personnel Pool meets in the Employee Cafeteria on the main campus and in Conference Room C on the Gateway campus. Volunteer assignments may include providing messenger service to victims' families, acting as runners and hostesses, and performing other tasks essential to the relief of the emergency situation.

Bomb Threat (CODE YELLOW)

If a bomb threat is received over the telephone, the person receiving the call should obtain as much information as possible from the caller.

- When is the bomb going to explode?
- Where is it right now?
- What does it look like?
- What kind of bomb is it?
- What will cause it to explode?
- Did you place the bomb? Why?
- What is your address?
- What is your name?

Immediately after receiving a bomb threat call and attempting to obtain the above information, IMMEDIATELY NOTIFY HOSPITAL SECURITY OR THE CALL CENTER.

Hazardous Materials & Wastes (CODE ORANGE)

Hazardous materials are defined as chemicals (disinfectants, detergents, etc.), radioactive materials, hazardous drugs (chemotherapy drugs), and infectious materials (blood, body fluids, sputum, mucous, etc.).

You will see red bags and containers with the biohazard symbol. These containers are for blood and body fluid waste only. ***Do not*** use these containers to throw away items such as paper, aluminum cans, etc.

All hazardous materials have a Material Safety Data Sheet (MSDS). The MSDS contains information about the hazardous materials such as special precautions and first aid treatment. See the department/unit manager for the location of the MSDS book.

All containers must be labeled. If you see a container that does not have a label, let the department manager know.

Bioterrorism (CODE BRAVO)

If you hear this announcement, see the department/unit manager for instructions.

Weather (WATCH/WARNING)

The INTERNAL WEATHER PRECAUTIONS PLAN is initiated in response to developing, escalating weather conditions when the following announcement is made:

> *ATTENTION ALL HOSPITAL STAFF AND VISITORS: A WEATHER ALERT HAS BEEN INITIATED FOR OUR VICINITY. THE HOSPITAL IS INITIATING (INTERNAL) WEATHER PRECAUTIONS. THANK YOU.*

When you hear this announcement, draw curtains and blinds on all windows and then continue all regular functions.

The HOSPITAL WEATHER WARNING PLAN is initiated when the hospital is in the path of a storm and the Call Center operator announces:

> *ATTENTION ALL HOSPITAL STAFF: THE HOSPITAL IS INITIATING A WEATHER WARNING. STAFF, TAKE ACTION.*

When you hear this announcement:

1. Patients will be moved to inner corridors, and doors will be closed.
2. Patients who cannot be moved will be covered with blankets.
3. Visitors and staff should move to inner corridors.

Cancellation will be announced when appropriate.

Medical Emergency (CODE BLUE)

Please be aware of overhead announcements for CODE BLUE. These announcements give the location of the patient and prompt a clinical team to immediately go to the patient for emergency medical treatment. For your safety and out of concern for our patients, please step aside in the hallway to allow staff to quickly reach the patient.

If you are in a patient's room where a CODE BLUE is called, please leave the room immediately.

Infection Control

What is infection control? An infection is a disease caused by germs that enter the body and cause illness. Infection control is preventing the spread of illness. Some of the illnesses that can be prevented are: Urinary tract infections; postoperative infections; respiratory infections; food borne illnesses; pneumonia; Hepatitis B, C and HIV; and antibiotic-resistant infections.

Infections can spread to others if proper infection control measures are not taken. The main reason that infections occur in health care facilities is many sick people are in close quarters, which results in the presence of many harmful microorganisms. There is frequent contact between people who have or can spread illness. Additionally, large amounts of contaminated wastes are handled and processed.

Those at risk for infection include:

- Newborns and the elderly.
- Those who have had major surgery within the last 6-12 months.
- Seriously ill patients and those in poor physical or nutritional health.
- People receiving certain types of drugs.
- Health-care personnel who have direct contact with many patients.
- Lab workers who handle infectious specimens, blood, etc.
- Patients who have had a transplant.
- Chemotherapy and radiation patients.
- People whose systems are weakened by chronic illness, asthma, diabetes, or use of steroids.

Procedures that can increase the risk of infection include inhalation therapy, catheterization, and surgery. Some antibiotics can be harmful because they may kill helpful bacteria as well.

An infection is spread when the microorganism finds a way out of the carrier (such as sneezing). The germs travel through the air by either direct physical contact or by contaminated hands or items. Another person who doesn't have resistance will then become infected by breathing the contaminated air or touching the contaminated object.

Steps of prevention:

- Wash your hands frequently with soap and water, especially after shaking hands or playing with children and always before eating.
- Use gloves when coming in contact with fecal matter of any kind. Always wash hands afterwards.
- Keep hands away from the eyes, nose, and mouth to avoid carrying germs to your mucous membranes.
- Get flu and pneumonia shots.
- Consult a physician if a fever higher than 100.5 is present or for any sinus or lung infection.

Hand washing is the most important measure in preventing infection. Wash your hands several times a day. Always wash your hands after:

- Using the bathroom;
- Coughing;
- Sneezing;
- Blowing your nose;
- Touching blood or other body substances (even if wearing gloves); and
- Before and after giving patient care to a family member.

To properly wash your hands:

- Wet your hands under warm running water.
- Use liquid soap to lather hands and wrists. Scrub for at least 15 seconds. Wash front and back of hands, wrists, and fingernails.
- Rinse well under running water with hands pointed down.
- Dry hands with a paper towel.
- Use elbows or a new paper towel to turn faucets off.

After washing your hands, use only hospital-supplied lotion, which is available on nursing units.

Do not enter any patient rooms marked "isolation". If you have something to deliver to a patient in an isolation room, please give the item to the patient's nurse or PCA (patient care associate) for delivery.

Safety

Always be aware of your surroundings. If you see something that is unsafe, please report it immediately to your department/unit manager, the safety officer at the main campus at 450-3840, or Safety and Risk Management at the Deaconess Gateway campus at 842-3970. The safety of our patients, visitors, staff and volunteers is of utmost importance.

For your safety, always use proper body mechanics when lifting or moving objects. While you should not be doing any heavy lifting when volunteering, instruction is available upon request by contacting the Volunteer Services office or your supervisor.

Accident/Injury

If you experience any type of accident or injury, please tell the department/unit manager or the Volunteer Services manager immediately for reporting purposes. If needed, you will be referred for treatment to the Comp Center (during business hours) or the Emergency Department (after business hours).

Harassment

Deaconess does not tolerate any form of harassment, sexual or otherwise. It is the responsibility of all staff members to report such occurrences to their department/unit manager(s) and/or Human Resources. This includes inappropriate remarks, gestures,

innuendoes, uninvited touching and visual conduct that creates an intimidating or hostile working environment or interferes with work performance. Examples include, but are not limited to, jokes, slurs, gestures, pictures or cartoons based upon sex, role, age, religion, disability, sexual orientation, ancestry or marital status. Documented occurrences will result in actions being taken by Administration.

The offended staff member will be notified of any actions taken and will not be persecuted for reporting such occurrences. Staff members making charges without just cause will be disciplined and may be responsible for any legal fees incurred.

Administration retains final responsibility for the resolution of all sexual harassment complaints. Disciplinary action for a violation of this policy can range from a verbal or written warning, up to and including immediate termination.

Security

Security of patients, visitors and staff is the responsibility of everyone. If you see someone or something that looks suspicious, do not hesitate to call Security and report to the department/unit manager.

If you are volunteering outside regular business hours or on the weekends and holidays, please call Security to escort you to your car.

Volunteer Office Guidelines

1. Photo ID badges

The hospital will provide all volunteers with a photo ID badge (name tag). Once you are accepted into the Volunteer Services program, you will be escorted by staff to the Human Resources Department at the main campus or the Security Office at Deaconess Gateway Hospital to have your Deaconess ID badge made. You may be asked to present a photo ID (driver's license preferred) in order to obtain a Deaconess ID badge.

The Deaconess ID badge must be worn, in plain and obvious view, at all times when you are volunteering in the hospital. If you resign from volunteering at Deaconess, your ID badge must be turned in to the Volunteer Services office or your department/unit supervisor.

2. Personal Appearance

Your appearance will greatly influence the impression the hospital makes on others. Adult female volunteers wear an Auxiliary jacket, pinafore, or jumper over a white top and skirt or pants. Adult male volunteers wear a red Auxiliary jacket or vest over a white shirt and khaki, navy, or black pants. Socks or hose are to be worn with low heeled, closed-toed shoes. Sneakers/comfortable shoes are recommended. No denim, mini skirts, shorts, Capri's or sandals are allowed.

Employees and volunteers are asked not to wear perfume, cologne, or any scents due to the respiratory conditions of some of our patients.

3. Attendance

If you are unable to volunteer for your designated shift, please contact the department/unit to which you are assigned so they can arrange for a substitute.

Volunteers may not bring children, other adults, or pets with them to their volunteer assignment.

4. If You Are Ill

Volunteers should not report for duty if they have had a fever, cold, productive cough, rash, open or draining wound, diarrhea, or any sign of infection within 72 hours of their volunteer shift. Volunteers should notify Infection Control at 450-3449 if they are exposed to someone with an infection such as measles, chicken pox, or Hepatitis.

5. Meals/snacks

Food and drinks are not allowed in the department or unit, except in the break room, unless approved by the manager.

6. Gifts

Volunteers and employees are not permitted to accept gifts from patients or their families. Politely decline the offer and explain that you cannot accept gifts. Refer those wishing to make a donation to the Deaconess Foundation at 450-3359.

7. Parking

At the main campus, volunteers may park in the Mary Street parking garage, third floor and above, or in employee-designated lots. At the Gateway campus, volunteers may park in visitor lots.

On both campuses, vehicles must be registered with Security. Registration forms will be supplied by the Volunteer Office.

8. Patient Visitation

For patient courtesy and respect, before entering a patient room, you should knock on the door, identify yourself, and receive permission to enter. Never proceed past a drawn curtain without asking permission from the patient or family being shielded. (In pediatrics, children four and older need bathroom privacy and curtains drawn for use of bedpans, bed baths, etc.) Assure adequate clothing and covering to protect the patient's modesty. When a telephone call comes for the patient or visitor, offer to leave the room. Always respect the privacy of mail and personal belongings.

Never give a patient food or drink without first receiving permission from the patient's nurse.

9. Personal Items

Please keep all personal items at home. The hospital cannot be responsible for lost or stolen items. A limited number of lockers are available for your use in the Volunteer Services Department. Locks will be provided upon request.

10. Signing In & Out

Sign in at the main campus Volunteer office, Gateway Information Desk, or your assigned department (if applicable) at the beginning of your shift. This way we know when you are in the hospital as a volunteer in the event of an emergency, and we are also able to track your volunteer hours for recognition and reporting purposes.

Please record the date, including the year, on the sign-in sheet. Round the time of day to the nearest 30 minutes (i.e., an 8:20 a.m. arrival should be recorded as 8:30 a.m.). Also, be sure to calculate and record the total hours worked.

11. No-Smoking

Smoking is not allowed on hospital premises or within 100 yards of hospital property.

12. Telephone Calls

In order to show respect to our patients, please turn off cell phones. Avoid personal calls and dealing with personal affairs while on your volunteer assignment. Give out the department/ unit phone number to which you are assigned for use in case of emergency only.

13. Volunteer Assignment

The manager of Volunteer Services and the department/unit manager have the right to end a volunteer's assignment as a result of inappropriate behavior. Examples include, but are not limited to, the following:

- Not following Deaconess' rules, regulations, policies and procedures (including violation of confidentiality);
- Absences without notification;
- Unsatisfactory performance, appearance, or attitude toward your duties; or
- Any other situations that are not in the best interest of the hospital.

Thank you for sharing the most precious thing you have – your time – with us. We hope you will find your volunteer experience both rewarding and enjoyable. If you need assistance at any time, please contact the Volunteer office at 450-3441.

Judy Swartz, Manager
Volunteer Services/Community Relations