



2011 ANNUAL UPDATE/VOLUNTEER ORIENTATION

Union Hospital

Welcome



November 2011

Volunteers play an important role at Union Hospital. Serving in a multitude of jobs, they contribute greatly to the hospital's mission of quality care for all patients. As a not-for-profit community hospital, Union Hospital places the health and well-being of our patients and visitors as our highest priority.

As a Union Hospital Volunteer, you are part of more than 1,000 people, including employees, doctors, and other volunteers, each with a role to play in the important job of providing the finest healthcare we can offer to the residents of this

community. The history of volunteer service dates back to the founding of the hospital in 1906 and has continued uninterrupted to this day. We've grown to become the largest charitable organization in the area, providing several million dollars in free care each year to patients who are unable to pay. Volunteers help to make this charitable service possible by providing a wide range of services.

Please use this reference guide to help you better understand your responsibilities as a Union Hospital Volunteer and to

answer some of the questions that might come up as you go about your duties. Remember, any time you have a question or need help, please ask another volunteer, a hospital employee, or department head where you are working. Of course, your primary source of information and guidance should always be the Manager. of Volunteer Services.

Union Hospital is pleased you have decided to give of your time, energy, and talents to help us succeed in our mission of...

Quality Care, Close to Home

Instructions for Completion

1. Read the entire newsletter.
2. Complete pages 16-18 of the Annual Update/Volunteer Orientation packet and return to Kathy Willoughby, Manager of Volunteer Services. Questions, call (330) 364-0833.

Union Hospital Mission Statement:

To provide excellent quality health care to the community at a competitive price through highly competent people and an integrated network



Smile!



Share only information so that another can do their job

UH-Vision

Union Hospital is an independent, locally managed, not-for-profit hospital, working together with our physicians and our community to develop new, integrated health care solutions. By strengthening our physician relationships and aligning ourselves with other providers who share our vision, we can keep health care decisions local and create a successful 21st century health care delivery system.

Service With a Smile

Who are Union Hospital's customers...why our patients of course! They are not, however, our only customers. We encounter customers who are from inside the Hospital (physicians, hospital employees, other volunteers, etc) and outside the Hospital (families, sales representatives, clergy, etc). Whether internal or external customers, Union Hospital has identified 6 Core Values which defines how we will perform when we serve our customers:

1. *Communication*-listen and recognize concerns. Speak in a clear, friendly tone. Provide accurate, consistent information. Inform others of progress, problems and developments.
2. *Caring, Advocacy, Respect*- focus on the needs and interests of others. Be friendly, helpful and respectful of others. Protect customer confidentiality, privacy, and dignity.
3. *Continuous Improvement*- identify problems and help with solutions. Never allow another to be in harms way. Quality equals safety. Commit to improving service, quality and customer satisfaction.
4. *Collaboration*-work as a team, help others, resolve conflict quickly and effectively.
5. *Integrity*- use resources efficiently. Take pride in your work, appearance and actions. Behave in an honest, ethical and dependable manner.
6. *Innovation*—offer suggestions and feedback. Consider change as a positive step toward improvement. Identify growth to benefit Union Hospital and the community.

Confidentiality

As a Volunteer you are obligated both ethically and legally to protect the privacy of all patient personal information that you see or hear while on the job. When patient confidentiality is breached, our patients lose trust in our ability to care for their health needs and may be hesitant to seek care or may not offer information about themselves that is needed to provide proper care. So remember...no matter how patient information is being communicated whether it is verbal conversation, handwritten notes, computer, pager, FAX, or phone...YOU are responsible for protecting patient information.

Understanding HIPPA

The Health Insurance Portability and Accountability Act (HIPAA) was created to improve access to health insurance, protect the privacy of health care information and to promote standardization of electronic (computerized) health care related records. The HIPAA privacy rule protects the privacy of patients by limiting how personal health information can be used. It requires security of health records in paper, electronic or other forms.

What happens if the privacy rule is not followed?

Individuals as well as the organization can face fines up to \$250,000 and the individual may be sent to prison for up to 10 years.

Important terms to help understand the privacy rule.

Protected Health Information (PHI)- any information that applies to a health condition now, in the past or in the future.

Disclosure-means to give out PHI.

Minimum Necessary Information- is the least amount of information you need to do your job.

Remember to:

- Access only the information you need
- Use this information only to do your job
- Limit information you share with a person to what they need to know to do their job

Reasonable Safe Guards- the steps you and the hospital take to make sure PHI remains private

When can PHI be disclosed?

- You **MUST** disclose information when a person request information about himself
- When the Department of Health and Human Services needs it to find out if the privacy rule is being followed
- To treat a patient, get payment for health care services and to conduct certain approved health care activities

With the patient's permission it can be used:

- In a facility directory
- Shared with family and friends.

Acceptable disclosures of PHI include:

- Required by law or public health officials
- To funeral director/coroners
- For the purpose of organ donation
- To provide information to meet workers compensation laws
- To help in disaster relief efforts

How can I protect PHI?

- Speak quietly when talking with patients
- Use a private space to discuss PHI
- Don't share PHI with people who don't need to know
- Don't share PHI you aren't authorized to disclose

- Don't leave messages regarding patient conditions or test results on answering machines
- Avoid paging patients using names of information that could reveal their health issues
- Don't leave printed PHI unattended or in plain site of public
- When discarding PHI assure it is shredded or in a locked location
- Don't leave computer passwords written down or let someone borrow yours
- Keep computer screens turned away from public view and log off the computer when away
- When necessary to FAX confidential information, call ahead to the recipient so only the intended party has access to the information

Remember:

1. Do not access information you do not need to do your job
2. Do not share information unless another person needs it to do their job
3. If unsure, do not disclose information until you have talked to the department supervisor.
4. If a patient should confide concerns or distressful symptoms to you, be sure to report this information to the nurse immediately. Do not try to handle the situation yourself or become personally involved.

Corporate Compliance

The government and Medicare require that all healthcare providers have a Corporate Compliance Program. Union Hospital's compliance plan helps employees perform their job according to the law. The plan also demonstrates the Hospital's commitment to honest, ethical and professional conduct.

In general the compliance plan states that the Hospital and its employees must perform their jobs according to the law.

Examples of behavior/activities that directly impact compliance include:

- No employee will submit a claim to Medicare or Medicaid that is invalid
- Acquisition of services must be done in observance of all laws, rules and regulations
- Employees must avoid financial, business or other relationships that would create a conflict of interest
- The Hospital must not contract or employ any individual who is excluded from participation in the Medicare or Medicaid programs
- Employees may not give or offer to give gifts to federal, state, or local employees
- Employees must not seek or accept payment or gifts from any

subcontractor, vendor or supplier

It is the duty of anyone with a compliance concern to report that concern to their supervisor. Concerns also may be reported using the Compliance Information Line. You do not have to furnish your name to make a report and you need not fear retribution for making a report. The number of the Compliance Information Line is:

330-602-0711

The number is listed in the Hospital telephone directory. Compliance questions/concerns can also be directed to the Hospital's Compliance Officer, Darwin Smith

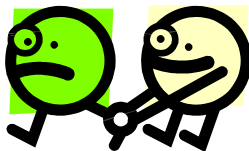
Harassment

An ongoing concern in business and society today is workplace harassment. Federal law does not prohibit simple teasing, offhand comments, or isolated incidents that are not extremely serious. The conduct must be frequent or severe to create a hostile work environment or result in a "tangible employment action," such as hiring, firing, promotion, or demotion.

Harassment violates federal law if it involves discriminatory treatment based on race, color, sex (with or without sexual conduct), religion, national origin, age, disability, military status or because the employee opposed job discrimination or participated in an investigation or complaint proceeding under the Equal Employment Opportunity

Commission statutes.

Harassment can take place either directly toward you or you may observe an action, comment, or treatment toward someone else that offends you. If you believe that you or someone else is being harassed, you should contact your supervisor or a representative of the Human Resources Department.



**Report harassment,
abuse and neglect**

Abuse and Neglect

All healthcare workers (including volunteers in healthcare) are required BY LAW to report any suspicions of abuse or neglect of children under 18 years and adults over 60 years or handicapped people less than 21 years old. Report suspected abuse/neglect to Nursing Shift Supervisor or the Manager of Volunteer Services.

Patient Rights and Responsibilities

All patients have rights and responsibilities when admitted for an extended hospital stay or for an outpatient procedure. Patients Rights and Responsibilities are posted in the outpatient areas of the hospital, and found in the Patient Information Guide which patients receive when admitted to the hospital:

Some patient rights include:

- Access to medical care regardless of race, color, creed, sex, national origin, religion, or ability to pay
- Freedom from mental, physical, sexual abuse, verbal abuse, neglect and exploitation while hospitalized
- Active participation in decision making about their care,

treatment and services

- Accommodation of religious and cultural beliefs as long as they do not interfere with diagnostic procedures or treatment
- Accommodations for those with hearing, speech impairments, or language barriers to ensure they can participate in their care

Patients also have responsibilities when they are in the hospital. These include:

- Being considerate and cooperative to the other patients, staff and hospital personnel and assist in the control of noise, smoking and the number of visitors
- Providing accurate and complete health information

Developing Age Specific Competencies

Because each stage of life is different, anyone who cares for or interacts with patients needs to have education specific to the various age groups they serve in relation to normal growth and development. Below are some tips specific to communication and safety needs for age groups infant through late adulthood.

Infants and Toddlers (birth to 3) need a safe environment to explore, play and sleep. This age group cannot distinguish dangers - parents and caregivers must do that for them. As a volunteer you will not be handling infants or providing care for them except in the instance of an infant who has been abandoned (see the article on Newborn Safe Haven). Communication with both age groups will be primarily with the parents, however, before doing anything with a toddler, they need an explanation in terms they can understand.

Young Children (4 to 6) are an active group. Their curious and energetic nature may lead to unsafe exploration. They also need explanations about what is about to happen to them. Time must be made to allow for questions or to let them express their feelings.

Older Children (7 to 12) are mastering new skills at a quick rate and need guidance in making lifestyle choices that are healthy and safe. This age group fears the unknown and resents forced dependence. They need to feel involved in decision making and need time to have their questions answered. Allowance for privacy must be made.

Adolescents (13 to 20) are in transition between childhood and adulthood. They are concerned with developing their own identity and separating themselves from their parents and other authority figures. Offer adolescents acceptance, privacy and respect avoiding authoritarian approaches. Teens also need guidance in making safe, healthy lifestyle choices and need to be discouraged against risk-taking behaviors.

Young Adults (21 to 39) have formed close personal relationships and have made many commitments to family, community, and friends. Offering encouragement and allowing patients to express their feelings about their injury or illness are ways of supporting this age group. Be supportive and honest and respect their personal values. Safety concerns at this stage primarily relate to hazards at home and at work.

Middle Adults (40 to 64) are beginning to experience changes in their vision and hearing as well as a reduced level of muscle strength, decreased balance and coordination. Keep needed items close at hand and ensure that patients who wear glasses have them on as needed. This age group often has many responsibilities at home, work and in the community. Allow middle adults time to talk about fears and frustrations, accomplishments and dreams.

Late Adults (65 to 79) continue to experience a natural decline in vision, hearing and other physical abilities. This age group is at higher risk for health problems. They continue to be active learners and thinkers however memory skills may start to decline. Speaking clearly and avoiding background noises when talking with this group is helpful. Be sure to face the patient when speaking to them. Safety measures to avoid injury due to falling are of key importance. Be sure environment is free of hazards that could lead to slips or trips. Offer a steady arm when assisting these patients in/out of a wheelchair.

Late Late Adults (80 years and older) are the last age group. These people are at increased risk for chronic illnesses and major health problems. Moving around is harder and it may become more difficult to remember things. Keeping items that are used most often close at hand and maintaining an uncluttered environment are 2 ways to help keep this age group safe. Use caution when helping these patients in/out of wheelchairs as they may be unsteady and their skin is more fragile and may tear or bruise easily.

Diversity-Respect for All People

Diversity is often thought of in terms of cultural groups, but it also includes those who identify with other people on the basis of religion, sexual orientation or physical or mental disabilities. As someone involved in health care, you should be aware of diversity issues and how to relate to people in a way that conveys respect and acceptance. The first step in developing the ability to interact effectively with diverse groups is to reflect on your own deeply felt beliefs. People tend to have the most difficulty in accepting groups who are perceived to be different from him/herself due to choices such as sexual orientation or religion. Providing kind and compassionate care to diverse patients does NOT require you to abandon your own beliefs or even to approve of all lifestyle choices, but it does require you to be, non-judgmental and treat each person as they desire to be treated.

These principles of respect apply not only to patients, but also to other volunteers and workers. UH is a diverse workplace, and you must treat all people with respect regardless of how you feel about your differences. Watch your words because a common cause of misunderstandings and hurt feelings is overhearing others make inappropriate comments or jokes. Think before you speak and let kindness guide you. All of us at UH share a common mission—providing excellent quality health care. In order to work together as a team, we must focus on our similarities while respecting our differences.

Cultural Competence

Cultural competency is defined as the attitudes, skills, and behaviors that enable people to interact effectively across cultures. It is a necessary part of good patient care! Competency also includes things such as treating each patient as an individual and avoiding stereotyping. One must be aware that other factors such as age and gender also influence cultural issues. For example you could not treat an elderly Asian female the same way as you interact with a teenager from the same cultural group. Part of becoming culturally competent involves knowing what cultural groups you are likely to encounter in your interactions here at UH, and then learning all you can about these groups.

Two of the many cultural groups we serve on a regular basis are Hispanics and those of Amish-Mennonite background. Knowing common characteristics of cultural groups is not meant to allow you to stereotype an entire group of people, but it is intended to help you use that knowledge as an introduction to

learning more about a specific person.

Common Characteristics of Selected Cultural Groups

Hispanics

- Value family relationships
- Many Hispanics are Catholic by faith
- Avoiding eye contact with health care giver may be a cultural sign of respect
- Often combine traditional medicine and healers with Western medicine
- Have a hot and cold theory of disease

Amish Mennonites

- Family and church relationships are important in decision-making and as support people
- Value physical modesty, prefers same-sex caregivers
- Church membership regulates what modern appliances and technologies are used and in what settings—exceptions are

often made if there is a medical necessity (such as for a device requiring electricity)

- Some Amish children speak only Pennsylvania Dutch and do not learn English until school-aged
- May use alternative medicine including herbal remedies
- Frequent users of chiropractic services
- May delay seeking traditional healthcare until very ill
- May have to pay full price for prescriptions-hesitant to fill if they don't think it is absolutely necessary
- Stoic- may hide expressions of pain and strong emotions

How to Access an Interpreter:

Contact either the employee at the Information Desk or the Coordinator of Volunteer Services, if available. If neither is available, call the Nursing Shift Supervisor by dialing "0" and asking for her to be paged.

Safety Pointers

No matter where you work in the Hospital, you may come across unique and possibly fatal hazards every day. The following tips will help you protect yourself and others from some of the most common hazards.

Slips, Trips and Falls

Sources of slips, trips and fall hazards include: wet floors, loose carpets/door mats, cords and poor lighting/too much lighting. To reduce your risk of injury, be aware of your surroundings. Watch where you are going and don't rush. Take shorter, slower steps and wear sensible shoes that have adequate traction and support. If you observe a hazard, correct it or report it to your supervisor.

Back Safety

When lifting or carrying anything, keep the following in mind:

- Avoid twisting and lifting at the same time
- Avoid forceful exertion
- Lift with legs, not your back
- Bend knees and hips
- Keep back straight
- Keep object close to your body

If the object is too heavy or awkward:

- Get help
- Use a cart

Electrical Safety

Healthcare operations depend on electricity, but when used improperly can lead to shock, fire, explosions or burns. To manage electricity safely:

- Report all shocks immediately-even slight tingles
- Never work around electricity when you or your surroundings are wet
- Don't use plug adapters or plug too many cords into one outlet

- Examine all cords and plugs-replace any that are damaged or heat up when used
- Keep cords away from heat and water
- Don't run cords under rugs or through doorways
- Always use grounded, three-hole outlets
- Never attach cords to the floor, wall or other objects with tacks or pins
- Never break off or bend the third prong on a grounded plug
- Don't use damaged outlets
- Don't use any electrical device that blows a fuse, trips a circuit breaker, shocks or appears damaged
- Always turn equipment off before unplugging
- When unplugging electrical equipment, always grasp the plug, not the cord
- Always disconnect electrical equipment from it's power source before cleaning
- Always remove faulty electrical equipment from service and contact the Maintenance Dept

Radiation Safety

Although radiation is helpful in healthcare treatment and diagnosis, proper safety precautions are necessary to prevent harmful effects. Two primary ways you can encounter radiation in a healthcare environment are:

1. External beam sources like x-rays
2. Radioactive material used internally for patient diagnosis or treatment

Do NOT enter Radiology rooms when in use or patient rooms when in special isolation.

Personal Security

- Be aware: look around you, look into your car at the passenger side floor and in the back seat before entering your car
- Enter your car from the passenger side if you are parked next to a van
- Carry a spare key for your vehicle
- Park in well lit areas
- Don't hesitate to call Security for an escort to your car. Security can be reached by dialing "0" for the Hospital operator who will page security for your extension
- Lock all car doors when leaving your parked car
- Store any valuables in the car (i.e. CD's, DVD's) out of sight
- Report suspicious activity in parking lots or near a parked car to the Hospital Security Dept. immediately
- Have your car keys in hand before you get to your vehicle
- Don't let anyone enter your vehicle without your permission
- Once inside your car, lock your doors and leave. Do not sit in your car balancing your check book, making to do lists etc.

Be sure you park in the correct parking areas around the Hospital. Day shift parking is in lots marked as employee parking behind the Hospital. Off shift parking is available adjacent to the Boulevard. NEVER park in lots designated for patients or visitors.

Safety Pointers cont'd

Elevator Safety

- Do not get on an elevator if there is a suspicious looking individual already there
- Do not stand in the back corners of the elevator, be near the front by the doors ready to get off
- If you are on the elevator and a suspicious looking individual gets on—get off the elevator

Theft Protection

- Avoid carrying large amounts of cash or credit cards
- Carry only the amount of money you may need in your pocket
- If a theft occurs...report the theft immediately to the Security Dept. Avoid disturbing the crime scene and try to remember details about anyone you saw near the scene

Everyone working at Union Hospital **must** wear their identification badge at all times! The badge is to be prominently displayed above the waist.

Smoking

Tobacco use in any form by any person is

not permitted on Hospital grounds or property. Violation of the policy may result in termination.

Fire Safety

Most hospital fires begin with faulty equipment or a violation of a safety rule such as smoking or using electrical devices from home that are unsafe and uninspected.

Early action can save lives! If you discover a fire, remember two simple words... **RACE** and **PASS**.

If a fire breaks out think first about a **Rescue**—don't assume that people will remove themselves from the unsafe environment. Children and confused elderly may attempt to hide instead of leaving the scene of a fire. Look in bathrooms, under beds and in closets to make absolutely certain that the room is cleared.

As with any emergency, be sure to keep yourself safe. If you are unable to rescue victims, make certain that you alert the firefighters to the possibility of trapped victims. Do not enter a room if the door feels hot—doing that will cause the fire to spread rapidly.

Next, think about **Alarm**. Know the location of pull stations in your area and be sure someone is dialing 5555 to report the fire and location.

Contain the fire by closing all doors to stop the spread of smoke.

Finally, if the fire is small, **Extinguish** it by using an appropriate fire extinguisher or by smothering it. **PASS** is the acronym that explains how to use the fire extinguisher.

P= Pull the pin

A= Aim nozzle

S= Squeeze handle

S= Sweep

Some other fire safety tips include:

- ☛ Do not use elevators
- ☛ Do not go through fire doors unless absolutely necessary
- ☛ Never move a bed that is on fire—pull victim away and smother flames using blankets or the “Stop, Drop & Roll” memory aid
- ☛ After hearing “all clear”, return to normal duties (i.e. using elevators and fire doors)

Wheelchair Safety

Follow these tips for transporting patients in a wheelchair:

1. Place wheelchair as close to the patient as possible
2. Move the footrests out of the way and lock the wheels before patient sits in wheelchair
3. Position footrests after patient is in wheelchair and unlock wheels
4. Keep clothing and personal belongings away from wheels
5. Push wheelchair from behind keeping body close to chair
6. Use hallway mirrors to avoid crashes, and avoid ramps to protect back
7. Pull wheelchair backward when entering and/or exiting an elevator
8. Lock wheels when you stop at your destination—position footrests out of the way before allowing the patient to rise
9. Avoid transporting patient over ramps whenever possible by taking the patient to the Second Floor and down the hall to the other set of elevators
10. Get help for patients who you believe you will not be able to safely transport. Check with staff at nursing station.
11. Always use the large employee elevators when transporting a patient. When going to and from the front entrance, always use the Radiology hallway.

Emergency Codes and Medical Assistance:

To report a code or if someone is in need of **Medical Assistance**, dial 5555. Tell the operator your name, type of code, and area of the emergency. Medical assistance is called by dialing 5555 when someone in a non-patient care area needs medical attention immediately. Staff will be paged to that area.

Code Name	Event
Code Red	Fire
Code Yellow	Disaster
Code Grey	Severe Weather
Code Black	Bomb Threat
Code Blue	Medical Emergency—Adult
Code Pink	Medical Emergency—Child
Code Violet	Violent/Combative Person
Code Orange	Hazardous Material Spill
Code Silver	Armed Assailant/Hostage
Code Brown	Missing Adult Patient
Code Adam	Missing Infant or Child
Code Purple	STAT Surgery
Code Green	Rapid Response Team

Workplace Violence

Healthcare involves working with many people in crisis, some of whom are dangerous. Workplace violence often begins as disruptive behavior and may escalate to threatening and violent behavior. See chart below for examples.

Prevention—if the individual is not dangerous (i.e. not making threats and without a weapon) use the following tips to try to diffuse the situation:

- ⇒ Remain calm and soft-spoken, but alert
- ⇒ Encourage the person to talk
- ⇒ Listen quietly and with interest
- ⇒ Repeat what they are telling you in

your own words

- ⇒ Maintain a 3-6 foot distance from the person
- ⇒ Keep a path of escape open (don't let yourself be trapped in a room)
- ⇒ Don't promise things you cannot make happen

Action—during an actual event of violence:

- ⇒ Ensure personal safety by leaving the area or by taking cover behind or under an object if unable to leave
- ⇒ Evacuate all other patients and visitors to a safe area

- ⇒ Call a Code Silver or Violet as indicated by dialing 5555 (the switchboard operator will alert staff and call 911 for law enforcement)
- ⇒ If you are not already in the area of crisis when a Code Silver or Violet is called, stay away from the area (if you are not security or otherwise responsible for responding) and be alert for escalation of the crisis
- ⇒ Remain CALM

A panic button has been installed at the Information Desk in the Main Lobby. When the button is pushed, the hospital switchboard operator contacts security to respond.

Disruptive Behavior	<ul style="list-style-type: none"> * Yelling * Being hostile and uncooperative after reasonable request * Demanding immediate and unreasonable action
Threatening Behavior	<ul style="list-style-type: none"> * Throwing or kicking objects * Threatening to harm people or property, directly or indirectly * Intimidating actions, including: blocking an exit or pathway, leering, stalking/surveillance
Violent Behavior	<ul style="list-style-type: none"> * Physically assaulting (with or without a weapon) * Committing acts of robbery; making bomb threats * Possessing a weapon * Threatening to hurt another person or property

Union Hospital—A Safe Haven

Newborn safe haven laws were written to prevent the tragedy of birth parents abandoning a newborn in the trash or other unsafe location. If a birth parent voluntarily delivers an infant not more than 30 days old to a hospital or other safe haven (such as a fire department), they are immune from prosecution for child abandonment or endangerment under Ohio law. The following are the steps to take if you should receive a newborn from a parent or find one on

Hospital property:

1. Take possession of the infant
2. Do not question the individual leaving the baby regarding intent or identity
3. If possible, encourage the individual to complete the “Voluntary Medical History” form and provide them with the “Safe Haven for Newborn Babies” information sheet (all available at

the Information Desk in the Main Lobby). The individual may refuse to complete the form or accept information on the Safe Haven program

4. Call a “medical assistance” code for proper disposition of the infant
5. And last but not least...**ALL** details of the situation must be held in strictest confidence

Calling Off Duty

Volunteers are asked to call the Volunteer Services Manager, as early as possible if they are not able to come on their assigned day. The number to call is (330)364-0833. If it is a weekend or evening and you are calling off for the next day, call as early as possible and leave a message. Volunteers are permitted to call another Volunteer replacement or to trade shifts. Please notify the Volunteer Services Manager of the arrangement.

Dress Code

Adult Volunteers wear polo shirts or a smock/vest that can be obtained from the Volunteer Manager. We ask that Volunteers wear white, blue, beige, black or brown pants or skirt and clean comfortable shoes. Tennis shoes are acceptable.

Teen Volunteers wear polo shirts that can be obtained from the Volunteer Manager. Teen volunteers are to wear khaki-colored pants and comfortable shoes. Tennis shoes are acceptable.

Volunteers should be appropriately dressed in clean, neat, well-pressed attire. The ID badge is to be worn above the waist at all times while on duty. If you lose your ID badge, please notify the manager of Volunteer Services immediately for a replacement.

The following are prohibited: open toed shoes/sandals, denim attire of any color, bare legs, visible body piercing or tattoos, strong smelling perfume, cologne or aftershave, excessive makeup and unconventional haircuts and hair colors.

Illness and Injury—Incident Reporting

If you should become ill or injured while volunteering, report this immediately to either the Volunteer Manager or the Nursing Shift Supervisor for further direction on obtaining follow-up care and completion of an incident report if an injury has occurred. If the injury involves a needle stick or other exposure to blood or body fluids, be sure to provide first aid to the site immediately (wash punctures thoroughly using soap and running water; if exposure involves a splash to eyes, nose or mouth, flush area well using running water).

If a patient or visitor should approach you about an unusual event, however minor it may appear, report this immediately to the Manager of Volunteer Services or a staff person so documentation of the event can be completed on an incident report.

Complimentary Meal

A complimentary meal is given to volunteers on the day they are assigned to work. This can be taken in the hospital cafeteria and include items such as an entrée, vegetable, salad, dessert and beverage. **The cost of this meal should not exceed \$6.** If you do exceed this amount, please pay the cashier the difference.

You may also get your meal in the Gift Shop which includes a sandwich item and beverage.

Any food or beverage selection other than those made at lunch or dinner is the responsibility of the volunteer.

By wearing your Volunteer badge, the cafeteria or gift shop cashier will know you are to receive a free meal. Carry out service is discouraged.

Volunteer Assignment Responsibilities

Most volunteer assignments at Union Hospital have written guidelines or descriptions to provide a brief summary of what you are to do. In addition, you will be given verbal direction. If at any time you are not sure what is expected of you, feel free to ask questions of either the Volunteer Services Manager or the supervisor of the department you are working in. Never, under any circumstances, accept responsibility for a task for which you have not been clearly authorized to assume.

A volunteer is expected to fulfill the time commitment agreed upon and participate in appropriate training as necessary. Time volunteered is to be recorded in the Timekeeping Book (in quarter hour increments) before leaving the Hospital. The Timekeeping Book is located at the Information Desk in the Hospital lobby.

Volunteers are required to abide by all the regulations and guidelines of Union Hospital. All volunteers are under the direction of the Volunteer Services Manager. If the Volunteer Manager is not available, contact the Director of Development and Community Relations or the nursing shift supervisor on duty by dialing the Hospital operator.

Corner Shop Discount

All volunteers receive a 20% discount on gift items in the Corner Shop. This includes gift items only and does not pertain to purchases of magazines, jewelry, stuffed animals, greeting cards, beverage and food items or nonprescription medications. You must present your identification badge to receive a discount.

Holidays

Volunteers, except those working the Information Desk, are not scheduled to work holidays. If you are an Information Desk volunteer and are interested helping on a holiday, please notify the Volunteer Services Manager. Hospital Holidays are: New Year's Day, Easter Sunday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.

Solicitation

Volunteers may not solicit or distribute literature anywhere on Union Hospital property for any purpose at any time. This includes the sale of commercial items, handcrafts or the distribution of religious or political literature. Neither are volunteers to verbally profess a particular religious philosophy or political affiliation while on duty. Your cooperation is appreciated.

Resignation

The time may come when you will choose to discontinue your volunteer service. When you find you cannot continue in our Volunteer Program for whatever reason, we ask that you let us know. At this time, please return your I.D. badge to the Volunteer Service Manager.

The Volunteer Services Manager has the right to terminate a volunteer if the behavior is not in accordance with Union Hospital policies or performance standard.

Please Do Not...

- Give water to a patient unless you have permission
- Enter patient's room when door is closed or curtain is pulled, unless you have permission
- Enter a room without knocking first
- Disturb or ask patient's condition at the nurses' station unless necessary
- Discuss the patient's condition with anyone, since this is confidential information
- Put patient on or off bed pan, lift patients off or onto bed or in and out of a wheelchair
- Visit on floors-stay on your assigned floor or in your work area unless on break
- Seek free medical advice from physicians or other healthcare workers
- Discuss your personal problems
- Gossip-it is unpleasant, unethical and in some cases illegal

Infection Control Basics

The danger of infection is always present in a hospital. As a volunteer, you play an important role in preventing the spread of infection to yourself and others. For an infection to develop, the following six links of an infection chain must be present:

1. A microorganism (germ) that can cause disease
2. A carrier-patient or someone else in the hospital who carries the microorganism
3. A way out of the carrier (such as sneezing, coughing, etc)
4. A method of traveling (such as through the air, direct physical contact or through contaminated hands, etc)
5. A way into another person (such as breathing, swallowing or break in the skin)
6. A susceptible person who doesn't have resistance and becomes infected

Ways volunteers can prevent the spread of infection include:

Hand Hygiene– is the single most important measure in infection control. Handwashing breaks the infection chain by eliminating a method of travel for the germs. When washing your hands, remember to use running water, soap and friction for at least 15 sec. Don't forget to scrub between your fingers! When finished, rinse and pat hands dry with a clean towel. Use a paper towel to turn off the faucet. Hands should be washed when visibly soiled but also before and after eating, after using the restroom, after coughing or sneezing into your hands or after blowing your nose.

When hands are not visibly soiled, alcohol-based cleaning gel can be used. When applying gel, be sure to rub hands together spreading the gel on all sides of your hands and in between your fingers until dry. You will find hand gel dispensers located throughout the Hospital.

Precaution Sign/Isolation Box – Do not enter a patient room with a "Precaution Stop Sign/Isolation Box" on the door. Take mail and floral deliveries to the nurse's station instead.

Contaminated Items– Do not handle sharps such as needles or other items that may have been exposed to patient blood or body fluids such as urine

Immunization and TB Testing– consider getting a flu shot each year; annual TB testing is mandatory

Common Sense– do not come to the Hospital to volunteer if you are sick

Parking

Volunteers must park in lots designated “visitor parking” on the hospital campus. The Outpatient Surgery Center Parking lot (across from the Main Entrance) is not to be used by staff members or volunteers, unless the staff member or volunteer is handicapped and is parked in a posted Handicap Space.

I.D. Badge and Personal Belongings

All volunteers are required to wear I.D. badges at all times. One will be provided on the first day you volunteer. You may also refer to badges for information such as the hospital emergency codes. If you lose your name badge, contact the Volunteer Manager to get another one made.

Please keep all personal belongings and valuables at home or in your car. We do not have a place to lock up these items in the hospital and secure your belongings.

Telephone and Cell Phone Use

To reach the hospital operator in an Emergency dial ext. 5555. To obtain an outside line, dial “9” and then the number you are trying to reach (for example: 9-1-740-111-1111). Please keep personal calls and “texting” to a minimum and only when necessary. If you are trying to reach a hospital extension, dial that extension direct using the UH Directory located in your area.

Volunteer Appreciation Dinner

The Volunteer Department will hold an Annual Volunteer Appreciation Dinner. All volunteers are invited to attend. During this event, volunteers are recognized for their volunteer hours and efforts. Please be sure to record your volunteer hours each time you are here. If you forget, record them on your next visit. This information is used for various purposes and reporting.

Newsletters and Communication

You will receive information pertaining to volunteers and the hospital by mail or email. We encourage all volunteers to be informed about matters relating to the hospital and your volunteer assignment. Publications include the Volunteer Times Newsletters and Auxiliary Chart Newsletter, which are sent periodically throughout the year. There is also a weekly Stat Sheet publication that will be posted at the Information Desk or sent by email. Although not all information pertains to volunteers, much of it is helpful for you to stay informed.

Annual Update and TB Test Yearly


All volunteers are required to complete an Annual Update packet and yearly TB (tuberculosis) test to remain on staff. You will be notified when these need to be completed. These are mandatory requirements for all volunteers. Anyone not completing these requirements annually will not be permitted to volunteer.

Tuberculosis and Precaution Signs

Tuberculosis (TB) is a disease caused by bacteria that is spread from person to person through the air. TB usually affects the lungs, but it can also affect other parts of the body, such as the brain, the kidneys, or the spine. TB bacteria is put into the air when a person with TB disease of the lungs or throat coughs, sneezes, speaks, or sings. This bacteria can stay in the air for several hours, depending on the environment.

A positive skin test for TB infection only tells that a person has been infected with TB bacteria. It does not tell whether or not the person has progressed to TB disease. Other tests, such as a chest x-ray are needed to confirm whether the person has TB disease.

All volunteers are required to get a yearly TB test. When you first come on board as a volunteer, you will be asked to obtain a two-step TB test. The first test is done with your health screens (lab work and urine drug screen) in the UH Occupational Medicine Department. The second test must be completed within 7 to 21 days of receiving your first TB test. All tests must be read in the Lab within 48 to 72 hours. The Lab is located on the hospital's ground floor. If you forget to have your TB test read, you must be retested.



Remember to record your volunteer hours in the binder located at the Information Desk. This information is collected and reported for various purposes.

Precaution Sign/Isolation Box –Do Not Enter

If your volunteer assignment requires that you enter patient rooms such as assisting with wheelchair transportation or delivering flowers and cards, be aware that you may see a “Precaution Stop Sign/Isolation Box” on the outside of a patient’s door. **If you see this, DO NOT enter the room.** If you have something to leave with the patient, take it to the nurses’ station and they can deliver it. You should not dismiss patients if this sign/box is on the door. If you approach a patient room and see this sign, let staff know at the nurses’ station that you are not allowed to dismiss this patient due to volunteer policy.



Volunteer Assignment

If at any time you want to be considered for an additional volunteer assignment or if you wish to move to a new area to volunteer, notify the Volunteer Manager. It is important that you enjoy where you are placed as a volunteer. Typically volunteers are here one day a week, but some choose to volunteer more. If you wish to add to your volunteer time, let us know your interest and we will review the areas where a volunteer is needed.

Thank you for thinking of Union Hospital to volunteer your time and talents!

Name: _____ Date: _____

1. Describe one way you will be able to contribute to the mission and values of Union Hospital.

2. Breaching patient confidentiality may be grounds for disciplinary actions up to and including discharge.
True False
3. A patient is asking for help to make a local call. To reach an outside line you must first dial _____.
4. List 3 Core Values defining customer service:

5. Identify one age specific consideration you should remember when communicating with a patient who is 78 yrs old

6. A parent voluntarily delivers an infant less than 30 days old to our Hospital. Encourage them to complete the "Voluntary Medical History" form.
True False
7. Smoking is permitted at Hospital entrances and on campus. True False
8. If you suspect that a patient has been subjected to abuse, neglect or exploitation, you must report it to:
A. Manager of Volunteer Services
B. Police
C. Hospital Administrator
9. List one patient right

10. Pull a wheelchair from _____
when entering or exiting an elevator.
11. The following are acceptable when volunteering:
A. Wearing denim and open toed shoes/sandals
B. Visible body piercing or tattoos
C. Strong smelling perfume or cologne
D. None of the above
12. The phone extension to call when reporting an emergency is: _____
13. You have approached a patient's room to deliver flowers and see a precaution sign/isolation box on the door. Do you enter the room to deliver flowers?
Yes No
14. Name one manner in which you could report a compliance concern _____
15. Harassment must immediately be reported to:

16. The single most important means of preventing the spread of infection is _____
17. If you become ill or injured while volunteering, report this to: _____
18. Code Red indicates what type of emergency? _____
19. A. While volunteering, you notice a personal friend sitting in the lobby waiting to have lab work done. Is it permissible to ask your friend why they are at the Hospital? _____
B. Is it permissible for you to tell someone outside the Hospital that you saw this person in the lobby? _____
20. If you experience an exposure to blood or body fluid, your first action is

21. List one safety pointer for each category listed below:
Back safety _____
Elevator safety _____
Personal security _____
Fire safety _____
Theft protection _____
22. All volunteers are required to complete a TB test and Volunteer Orientation/Annual Update packet each year to remain on staff as an active volunteer.
True False

UNION HOSPITAL POLICY
CONFIDENTIALITY CODE OF ETHICS ON RELEASE OF PATIENT,
HOSPITAL AND EMPLOYEE INFORMATION

Effective Date: April 1991

GENERAL

The medical profession has a strict code of ethics with regard to patient information. As an employee or volunteer in the health care industry, you are responsible for adhering to this code. Moreover, all patient, hospital and employee records and information are considered extremely confidential. The communication and release of this sensitive material and information must be closely guarded. NO ONE is to read or discuss patient, hospital or employee records and information except as required by their job content and only then when there is a legitimate business related reason for communication. This subject includes each individual's right to privacy in all its facets. There are several legal implications.

WE MUST NOT CONFUSE THE DESIRE TO KNOW AND SHARE INFORMATION WITH THE LEGITIMATE NEED TO KNOW - REGARDLESS OF HOW WELL-INTENTIONED! Remember, you may be held legally responsible for what you communicate.

PATIENT INFORMATION

There are definite rules regarding the release of patient information. Except as required by job content and legitimate business related reasons, the signed permission of the patient must be obtained. No information should be given over the telephone, except as normally required by job content and established departmental policies and procedures; if you are in doubt, refer requests to your supervisor or department head.

It is not always prudent for a patient to see his/her results or medical records without appropriate medical interpretation. Accordingly, if a patient (including staff members and volunteers) requests to review his/her results or records in the course of receiving care, politely advise him/her to direct the request to the attending physician. Moreover, if a patient's relative (other than a legal guardian or parent of a minor) requests to see the patient's records, it is then required that the patient provide a signed authorization to the hospital. This latter requirement would also apply to any relationship between staff member or volunteer and patient.

CORRECTIVE ACTION

We are entrusted with the confidential information and records of thousands of patients and staff of the hospital. The betrayal of this trust will be regarded as a breach of confidence and/or privacy and may constitute grounds for disciplinary action up to and including discharge.

All employees and volunteers of the hospital are retained only upon the assurance that they understand and practice the ethics set forth herein.

ACKNOWLEDGMENT

This is to acknowledge that I have read Union Hospital's Code of Ethics on the release of confidential information and understand its content.

NAME_____

SIGNATURE_____ DATE_____



ORIENTATION TO UNION HOSPITAL CERTIFICATION OF COMPLETION

I certify that I have read and understand the information presented in this orientation packet. If I have questions regarding any information, I am to contact the Manager of Volunteer Services for further clarification.

Name: _____

Signature: _____

Date: _____