



South Miami Hospital

BAPTIST HEALTH SOUTH FLORIDA



VOLUNTEER HANDBOOK

Dear Volunteer,

South Miami Hospital is committed to assuring that all volunteers are highly competent and consistently provide quality service to our patients, staff, and community. This booklet has been designed as a resource to help volunteers develop and maintain their competence. Topics have been selected because of their importance to our patients and our institution.

It is essential that you carefully review this Handbook at the time of your application and during each calendar year thereafter. This is an institutional requirement that will help us meet the mandates of regulatory agencies such as "The Joint Commission".

After reviewing this Handbook, please, complete the test related to the content. Of course, you may refer to the Handbook to check for the accuracy of your answers.

Remember to continue to incorporate the information that you have reviewed into your everyday practice. The Volunteer Services Department, as well as the patients, their families and the South Miami Hospital staff, thank you for the time you give, or are about to give to this institution. You are very special to us.

Thank you for joining our volunteer team.

Volunteer Services



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ABOUT BAPTIST HEALTH



**Baptist Health
South Florida**

Baptist Health South Florida is the largest faith-based, not-for-profit healthcare organization in the region, with an outstanding reputation for medical

and service excellence. Its network of services extends throughout Miami-Dade, Broward and Monroe Counties with Baptist, Baptist Children's, South Miami, West Kendall, Homestead, Mariners and Doctors Hospitals, and Baptist Cardiac & Vascular Institute.

While the mission of a for-profit hospital Corporation is to create value (profits) for their shareholders or owners, Baptist Health's mission is to provide highest quality healthcare and create value for the communities we serve. Baptist Health is owned by the community. The excess funds are channeled directly back into our hospitals and facilities. The pineapple has long been a popular symbol of hospitality and friendship. Baptist Health has adopted the pineapple as its logo, a symbol of the hospitality and care we strive to provide to our patients and guests.

Our Mission

The Mission of Baptist Health is to improve the health and the well-being of individuals, and to promote the sanctity and preservation of life, in the communities we serve. Baptist Health is a faith-based organization guided by the spirit of Jesus Christ and the Judeo-Christian ethic. We are committed to maintaining the highest standards of clinical and service excellence, rooted in the utmost integrity and moral practice.

Our Guiding Principle

Through our compassionate healthcare services, we seek to reveal the healing presence of God.

Our Vision

Baptist Health will be the preeminent healthcare provider in the communities we serve: the organization that people instinctively turn to for their healthcare needs.

ABOUT SOUTH MIAMI HOSPITAL



South Miami Hospital opened as private, not for profit acute care hospital, on February 22, 1960, with 100 beds and 15 patients. In 1990, South Miami Hospital purchased James Archer Smith Hospital, renaming it South Miami Homestead Hospital and forming South Miami Health System. Then in 1995, South Miami Health System merged with Baptist Hospital of Miami

to become Baptist Health of South Florida.

Approved by the Joint Commission on Accreditation of Hospitals, South Miami Hospital is a 445 bed full service tertiary facility. With around 5,000 births a year, South Miami Hospital is well known for its comprehensive maternity services. However, this hospital pioneered many of the medical services available today, such as the Addiction Treatment Center, the Oncology Unit, and Robotic Surgery Procedures. Other specialized services of the hospital include the Hyperbaric Therapy facility, Home Health Care, the South Miami Heart Center and the Women's Center.

SOUTH MIAMI HOSPITAL VOLUNTEER SERVICES

Our Mission

To maintain an efficient volunteer workforce that can offer supportive services to the staff, empathy for patients, families and visitors, provide "extra" services to patients and to enhance the hospital care in the community.

Our Vision

Volunteer Services will be the benchmark for excellence in human service delivery to the patients, guests and staff of SMH. Through our committed and caring volunteer team, we will provide innovative and effective support services. We attract and retain the best volunteers to ensure delivery of our services. We respond to new opportunities for service. We are constantly learning and maximizing our human potential.

THE VOLUNTEER CODE OF ETHICS

As a volunteer, I realize that I am subject to a CODE of ETHICS, similar to that which binds professionals. I, like them, in assuming certain responsibilities, expect to be accountable for these responsibilities.

As a volunteer, I agree to serve without pay, but with the same high standards as the paid staff in doing my work.

I promise to perform my work with an attitude of open-mindedness: to be willing to be trained for it and to bring to it interest and attention.

I believe that my attitude toward volunteer work should be professional. I believe that I have an obligation to my work, to those who direct it, to my colleagues, to those for whom it's done, and to the community.

Being eager to contribute all that I can to human betterment, I accept this code for the volunteer as my code, to be followed carefully and cheerfully.

The Director of Volunteer Services has the right to expect the volunteers to:

- Abide by the mutually agreed upon service commitment.
- Discuss with the Director any problem related to the assignment.
- Cooperate with the staff.
- Record hours worked.
- Adhere to the Volunteer Department's policies and procedures.

The staff has the right to expect the volunteer to:

- Be amenable to the assignment.
- Request clarification of an assignment.
- Honor his/her commitment and inform the department if unable to be there when scheduled.
- Be punctual.
- Maintain a certain standard of work performance.

As a Volunteer at South Miami Hospital You Should:

- **Believe** in what you are doing
- **Accept the rules** (there's always a reason!)
- Be **cheerful** and **pleasant**
- Be **dependable**
- Be **dignified**
- Be **flexible** and willing to help wherever needed
- **Speak up** and **ask** about things you do not understand
- Feel **free** to make suggestions
- **Be sure** this is what you want to do
- **Notify** the Director of Volunteer Services:
 - If you would like to change your service or day
or
 - If you are unable to continue as a volunteer

VOLUNTEERS AT SMH ARE REQUIRED TO:

- Attend orientation
- Purchase and maintain their uniform.
- Provide one letter of reference.
- Wear proper uniform with ID badge whenever volunteering.
- Have the Tuberculin Skin test at the time of orientation, and then have the test annually
- Receive an annual influenza vaccination if volunteering during the influenza season (October through March)
- Complete a criminal background check if over 18 years of age
- Record their hours of volunteer service weekly, in the Volunteer Services Office.
- Be regular, punctual, and remain for the time scheduled. Volunteers are asked to serve 1 period of 4 hours weekly, on the same day and time.
- Notify the Volunteer Office of any changes in their home address, phone number, email, emergency contact, or change of name.
- When necessary to move throughout the hospital, the volunteers must be able to do it by themselves, even with the use of a wheelchair, walker or cane, but not involving the assistance of another person.
- Complete annual reorientation.

VOLUNTEER DRESS CODE

All volunteers are required to wear their uniform and ID badge when on duty. The volunteers must purchase and maintain their uniform, keeping an appearance that creates favorable impressions with the patients, visitors, and staff members.

Ladies

- Burgundy vest or polo shirt (*)
- Tailored ivory or white shirt (used under the vest)
- Tan or khaki pants (full length)
- Closed rubber soled shoes

Gentlemen

- Burgundy polo shirt (*)
- Tan or Khaki trousers
- Closed rubber soled shoes

College Students (Ladies and Gentlemen)

- Burgundy polo shirt (*)
- Tan or khaki pants (full length)
- Closed rubber soled shoes

High School Students

- Cobalt polo shirt (*)
- Tan or khaki pants (full length)
- Closed rubber soled shoes

(*) Items to be purchased at SMH Gift Shop

If the weather is cold, volunteers may use a cardigan, sweater, or jacket, in solid neutral colors, which must be open to allow the uniform logo to be visible.

VOLUNTEER SERVICES STANDING RULES



All volunteers are expected to abide by the rules, regulations, policies and procedures established by the hospital:

1. Volunteers may not chew gum or eat on duty.
2. Volunteers are always courteous, cheerful, helpful, and dignified with: visitors, patients, hospital staff, and other volunteers.
3. Please, take good care of your appearance, in order to create favorable impressions with patients, visitors, and our staff members. Anything that would call attention to your dress would be inappropriate (excessive jewelry, strong perfume, hats, etc).
 - Any tattoos must be covered.
 - Visible piercings are not allowed.
4. Volunteers should never enter:
 - A room with an isolation sign.
 - A room marked "No Visitors".
 - Surgical area.
 - Recovery room (unless assigned).
 - Intensive care units - ICU, CCU, NICU, PCU, SICU (unless assigned).
 - Emergency room treatment area.
5. Consider **STRICTLY CONFIDENTIAL** all information that you hear or see, directly or indirectly concerning a patient, doctor, or any member of the hospital staff or other volunteers.
6. Hospital problems or personal problems are not to be discussed in the presence of patients or visitors.
7. Please, do not address the doctors by their first names while you are on duty, even though you may be personal friends. Do not ask doctors for professional advice for yourself or family while on duty.
8. Cell phones are not allowed to be used while on duty. Headsets are not to be worn inside the hospital.
9. Volunteers are not allowed to take pictures in the hospital setting, other than in public areas like the cafeteria and main lobby.



FACTS ABOUT VOLUNTEERING

Service Guidelines

When assigned to a service, a volunteer receives job training with another volunteer or staff member. The volunteer will also be provided with written guidelines outlining their duties

Accidents / Incidents

If you are injured while volunteering, notify your assigned Department Supervisor and Director of Volunteers immediately and report to the Employee Health Office. An Incident Report form must be filed no matter how slight the injury. Report to the Emergency Room if the Employee Health office is closed.

Assignments

While you are at SMH you are responsible to the Director of Volunteers, and then to the Supervisor of the department to which you are assigned.

Schedule

Notify the Department where you work and the Volunteer Office if you cannot volunteer.

If you fail to keep your assignment for two consecutive weeks and do not get a replacement or call in, your assignment will be available to another volunteer.

If your absence is longer than 6 weeks, your assignment to the same area cannot be guaranteed.

If you will be away longer than 6 weeks, call the volunteer office when you are

ready to return to the hospital to discuss an assignment.

Dismissal

If a volunteer does not conduct herself/himself responsibly or is not willing/able to perform a volunteer assignment or is in flagrant violation of patient confidentiality, the Director of Volunteer Services shall counsel the volunteer.

The option for an exit interview and dismissal shall be at the discretion of the Director of Volunteer Services.

Elevators

The elevators are in constant use. If you are physically able, please use the stairs to go up and down one floor. Please keep off elevators when CODE RED is in effect.

Tips

Occasionally, gratuities are offered to the volunteers. Tips are graciously refused. However, if a person insists, the money offered is donated to the volunteer treasury.

Hurricane

Volunteers will not come to the hospital when a Hurricane Warning has been announced. Volunteers will vacate the premises when the Warning is announced. Volunteers will discontinue their activities until 12 hours following passage of the hurricane.

VOLUNTEER BENEFITS

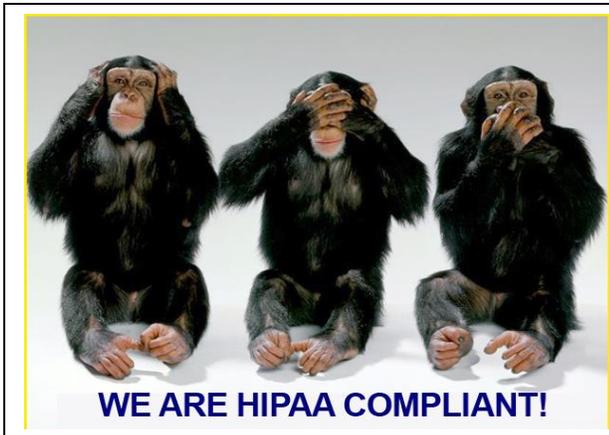
- Free parking
- Annual recognition
- Free annual Flu Shot
- Free annual Tuberculin Skin Test
- 10% Discount on gift items in the Gift Shop
- Complimentary coffee or tea in the cafeteria during designated times
- A complimentary meal on the day you volunteer, if you work a minimum of four hours
- Discount on balance of *South Miami Hospital* costs after insurance and deductibles (the volunteer must work at least 100 hours annually to receive this benefit)
- The benefit of being helpful and assisting others

UNDERSTANDING PRIVACY AND CONFIDENTIALITY - HIPAA -

The HIPAA (*Health Insurance Portability and Accountability Act*) Privacy Rule is a Federal law that protects each person's health care information. It promotes and ensures the confidentiality of patient information and establishes who can have access to what is called "**Protected Health Information**" (PHI). Protected health information (PHI) is any piece of information about a patient, electronic, written or oral, past, present or future that could identify a patient and/or their medical history. According to HIPAA all of the following information can be used to identify a patient, and therefore must be kept confidential:



- Addresses
- Dates
- Telephone or fax numbers
- Social Security numbers
- Medical records numbers
- Patient or client account numbers
- Vehicle Information
- Insurance plan numbers
- Medical equipment numbers
- License numbers
- Photographs
- Fingerprints
- Email addresses
- Internet addresses



Volunteers, though not involved in direct patient care, are also responsible for safeguarding the privacy of patients. Volunteers must consider strictly confidential all information, directly or indirectly concerning a patient, physician, any member of hospital staff, or other volunteers.

All **Health Care Providers** (hospitals, clinics, doctors, nurses, dentists, volunteers etc) must comply with HIPAA Privacy Rule's requirements to protect the confidentiality of patient's health information. In general, a healthcare provider may not use or disclose an individual's healthcare information without permission.

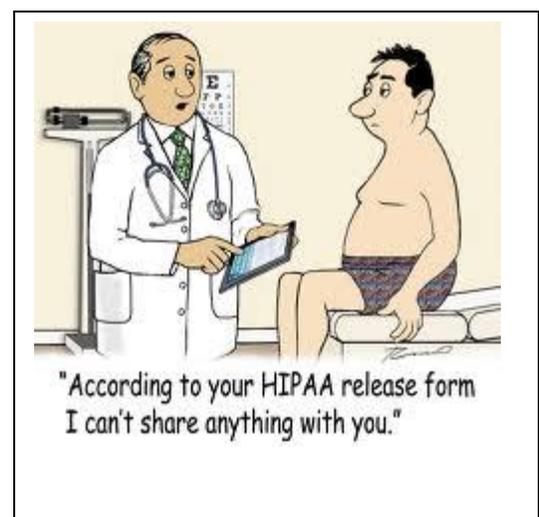
Under HIPAA Privacy Rule, the Health Care Provider must:

- Adopt and implement privacy procedures.
- Train employees to understand privacy procedures.
- Notify patients about their privacy rights.
- Assign responsibility for seeing that privacy procedures are adopted and followed.
- Secure records containing restricted health information.

Physicians share medical information with other health care professionals involved in the patient's care (nurses, therapists, etc). This is important for good care and is not affected by HIPAA.

Physicians also are allowed to share medical information with family caregivers or others directly involved with a patient's care, unless the patient declares he or she does not want this information shared with others.

Any social media post using patient information and/or a patient picture constitutes a privacy and confidentiality violation.



Baptist Health South Florida Workforce

- Privacy is Everybody's Business.
- As a BHSF Volunteer, you are a member of our workforce.
- Workforce members are required to comply with all BHSF policies and procedures.
- Any information about a patient is to be kept strictly confidential.
- Never discuss any information you hear directly or indirectly concerning a patient, doctor or any member of the staff with anyone, either in the hospital or with anyone outside the hospital.
- Do not go back to social groups, church, neighbors and discuss or disclose information about patients.

Frequent Asked questions

1) How do I protect the privacy of those I know?

- Take special care to protect the privacy of acquaintances who are patients.
- Do NOT discuss their health care services with anyone who is not directly involved in their care.
- Do NOT ask why they are a patient, or their reasons for seeking health services.
- Do NOT ask their private health information.
- Always ask "Is there anything I can do for you? Is there anything you need?"

2) Can I visit people I know?

- It is not permitted to visit acquaintances or relatives who are in the hospital if you learned that they are a patient as a result of your position as a volunteer at SMH.
- If a patient has opted out of the directory, and has not invited you to visit, you may not.
- You may visit friends or relatives who notify you of their hospitalization, and invite you to visit.

3) What do I do if a family member asks me where a patient is? Can I tell them?

- Direct the family member to the information desk.
- If you are on a nursing floor, direct them to the nurse station.

4) What do I do if I receive a privacy request or a privacy complaint?

- Tell your manager
- Tell Director of Volunteer Services
- Call Patient & Guest Services
- Do not grant the request yourself

Examples of HIPPA Potential Violations

- Talking with spouses, partners, acquaintances, about a patient at the hospital
- Text messaging medical information about a patient.
- A volunteer passing on information to her son about his spouse or their children.
- Allowing a former volunteer into "off-limits areas" where PHI is located.
- Taking pictures of patients with a cell phone camera.
- Releasing any information about a patient to anyone other than the staff member
- Looking at the PHI of volunteer for non-work reasons
- Information regarding volunteers who are patients should not be shared unless you have permission from the patient.
- Excuse: "I needed to let his mother know he was in the hospital"
- Excuse: "She is my best friend and she wouldn't mind me looking"

INFECTION CONTROL POLICY



South Miami Hospital observes STANDARD PRECAUTIONS. It assumes that every patient's body fluid and blood are potentially infectious. Precautions are taken to protect all health care workers and volunteers.

HAND WASHING IS THE MOST EFFECTIVE MEANS TO PREVENT THE SPREAD OF INFECTION:

1. Always wash hands before and after using the bathroom
2. Always wash hands before and after working with a patient
3. Always wash hands before eating
4. To wash hands:
 - Turn water on, wet hands
 - Using soap, produce a good lather for at least 10 seconds followed by thorough rinsing under warm running water
 - Dry with a paper towel
 - Use the paper towel to shut off the water
 - Discard towel

USE OF ALCOHOL HAND RINSE

An alcohol-based hand rinse can be used when sinks are not readily accessible and/or to enhance hand washing:

- Dispense hand rinse onto hands
- Rub hands together creating friction and
- Continue to do so until hands are completely dry



HEALTH REQUIREMENTS

A - Volunteers are required to have a **PPD (Tuberculin Skin) test** at the time of their initial orientation and annually thereafter. Individuals with positive response will be appropriately counseled.

Tuberculosis or TB is an airborne disease transmitted through sneezing, coughing and sharing contaminated air space. Miami-Dade County has a high but decreasing rate of Tuberculosis. Confirmation of exposure to TB is made through a Tuberculin Skin Test (PPD). Assessment of Tuberculin status is required annually for each volunteer at South Miami Hospital and can be obtained at the Employee Health Office without charge. It cannot detect whether or not the disease is active. People can carry inactive TB, have no

symptoms and not be infectious to others. That's why if your PPD is positive or you have symptoms, a blood test or a chest X-ray will be performed. The chest X-ray will determine whether or not active TB is present. Many people have a positive skin test indicating that they have been infected with TB. Five to ten percent of these people will develop the illness sometime in their life. Taking prophylactic medicine as prescribed by your physician can further reduce the possibility of developing active disease.

B - Volunteers working throughout the influenza season (October through March) are also required to receive an **annual influenza vaccination**. Volunteers can either receive the flu shot provided free of charge through the Employee Health office, or turn in proof of immunization, which must include location of injection, date of vaccination, manufacturer, lot number and expiration date of vaccine.

SPECIAL PRECAUTIONS

1. Any volunteer with draining lesions (including fever blisters) or visible rashes should refrain from duty until the condition has cleared.
2. Volunteers are to excuse themselves from the hospital for symptoms of respiratory or gastrointestinal infection or other infectious disease until the condition resolves.
3. Any question regarding illness and the performance of volunteer services should be directed to the Employee Health Office or to the director of Volunteer Services.
4. A sign stating "CHECK WITH NURSE BEFORE ENTERING A ROOM" may be posted on the door of a patient's room. Volunteers are not to enter the room until the Patient's nurse has been consulted.

ISOLATION

Volunteers should never enter a patient's room that bears an isolation sign. An isolation room can be recognized by the presence of a STOP sign on the patient's door. When in doubt, check with the nurses' station.

HAZARDOUS MATERIALS and SDS

The SDS (Safety Data Sheet) is a document containing information about the properties and hazards of substances considered toxic. It advises on the health effects in case of exposure, first aid treatment, safe clean-up procedures for spills, handling and storage, etc.

Though volunteers do not handle hazardous materials, if you discover a spill, please report it immediately. The supervisor of that area will obtain the SDS for that particular substance and will take the right measures.

ERGONOMICS



It is very important to follow rules to protect your back from strain and over load, not only while volunteering, but at home also.

Follow these rules for **SAFE LIFTING**:

- Always "Lift with your legs". Bend your knees, not your waist. The muscles in your legs will support your back and carry your weight.
- Hold the box or load close to your body.
- If you think an item is too heavy to lift it by yourself, find help.
- Do NOT twist when you lift - **BEND YOUR KNEES!!!!**. "Hug" the box or object and gradually straighten your legs



EMERGENCY CODES

Emergency Codes are used in hospitals to alert staff to various emergency situations. The use of codes is intended to deliver essential information quickly and with a minimum of misunderstanding to staff, while preventing stress or panic among patients and visitors in the hospital. In the case of an emergency situation, trained employees and volunteers will know how to proceed.

In South Miami Hospital, these codes are printed on a card that comes with the staff/volunteer identification badge for ready reference. Emergency codes are in general coded by color, and each color refers to a specific situation.

USE THESE FIRE SAFETY PROCEDURES
RACE is a four-step plan to use in the event of a fire.
PASS is the procedure for using a fire extinguisher.

Fire Safety Procedures	R - Rescue A - Alarm C - Confine E - Extinguish/Evacuate	P - Pull A - Aim S - Squeeze S - Sweep

Employee Emergency Information Line: 1-866-HELPH9 (435-7249)
Pin #BHSF (2473)



Call #7777 for all emergency codes

HOSPITAL BASED CODES	
Code	Emergency Code Definitions
Blue	Cardiac Arrest
Rescue	Patient Clinical Deterioration
Help	Patient or Family Requesting Immediate Medical Assistance
Pink	Neonatal Clinical Deterioration
Purple	Pediatric Clinical Deterioration
Stork	Missing Infant Under 28 Days Old
Adam	Missing Child Over 28 Days Old
Orange	Unattended Delivery
Red	Fire
Black	Bomb Threat
Green	Combative Person
Silver	Active Threat/Active Shooter
White	Hazardous Spill
9	Non-patient injury (inside building)
250	Non-patient injury (outside of building)
Delta	Internal/External Disaster

Dial #, then 7777 to report all emergency situations in the hospital.

FIRE SAFETY PROCEDURES

Fire can spread quickly. When a fire breaks out, it may take just three minutes to become a raging inferno. This is called flashover, which occurs when the air is so hot that it ignites every combustible object in the room. Intense heat comes from fire that can sear lungs and fuse clothing to the skin. The fire can also fill the workplace with thick, black smoke. Smoke contains toxic gases, which can kill within minutes. Smoke rises to the ceiling, forming a dense cloud that slowly descends. Beneath this cloud you can still see and breathe.

R.A.C.E. FOUR-STEP PROCESS

If a fire is discovered (Code Red), the R.A.C.E. procedure should be initiated as follows:

RESCUE OR REMOVE ALL PERSONS

When a fire is discovered, your first priority is to Rescue/Remove all patients, visitors, employees, staff and volunteers from immediate danger. Seek direction from nurse in charge.

ALARM

There are two ways to call for help: #7777, and activate the red pull-boxes. When you dial #7777 you will reach the operator. Let the operator know the type of emergency (fire in this case) and where it is located. The red pull-boxes are located conveniently by exits, so that on your way to an exit you can sound the alarm. At South Miami Hospital, Security and Engineering will respond to the alarm.

CONFINE

Confine the area by closing all doors. The heavy fire doors are designed to close in the event of a fire. They can help to contain a fire for up to two hours. Don't block automatic closing doors in any way. Also remember to leave 18 inches of space from the ceiling to allow the fire sprinklers to drop down and work effectively. Don't pile up boxes or other items that would block sprinklers.

EXTINGUISH / EVACUATE

Extinguish the fire if the fire is small (use P.A.S.S) and there is no danger to yourself or others, otherwise Evacuate.

CODE P.A.S.S.

It's a procedure for using a fire extinguisher:

P = PULL the pin between the handles

A = AIM the base of the fire

S = SQUEEZE the nozzle

S = SWEEP side to side

CHEST PAIN: HOW TO RECOGNIZE AND WHAT TO DO

If a person states that he or she has chest pain, immediate actions must be taken:

- Have the person sit down, Let the person know that you are calling for help.
- Call #7777 and report a Code 9 if the person has chest pain, but is able to speak and move.
- Call #7777 and report a Code rescue if the person is in extreme pain or passes out

Signs and signals of a heart attack include:

- Chest pain
- Jaw pain
- Shortness of breath
- Sweating
- Nausea
- Lightheadedness
- Pain/numbness radiating to the left arm
- Palpitations



PROCEDURES TO ENTER A PATIENT ROOM



To help ensure our South Miami Hospital's patients right to privacy, the volunteer have to request permission to enter a patient room.

If the door of a patient room is closed, please knock, then only open the door a few inches and stay in the doorway to verbally introduce yourself and offer your service. That way, you should be able to hear a response from the patient whether they want a visit from you, but will also minimize the possibility of catching a patient off guard. The door may be closed for multiple reasons: too noisy in the hallway, getting dressed and undressed, not feeling well, etc.

If the door is open, please use the same procedure and stay in the doorway to offer your service before getting their permission to enter.

PROPER USE OF WHEELCHAIR

All wheelchairs are equipped with feet and leg rests, and hand brakes. The lever at the top of each wheelchair is to brake. Leg rests are positioned to support an extended leg by pulling upward. To release them, press the lever located at the top. Be aware of the patients' comfort and safety by adhering to the following general guidelines for transporting them.

1. Introduce yourself and be friendly, cooperative and cheerful.
2. Check the hand brakes and see that they are raised.
3. Check the foot pedals to see that they are raised.
4. Ask the person if she/he is ready before moving the wheelchair and explain where you are taking her/him.
5. See that the person's arms are resting inside the armrests and not hanging over the side of the chair.
6. Turn the wheelchair around so that it is backward entering or leaving an elevator, or over any threshold that could stop the front wheel from passing easily.
7. Walk slowly and avoid quick stops. Be aware of any discomfort the person might be experiencing.



8. Never try to lift or transport a person too heavy or otherwise too difficult for you to handle. Hospital personnel or transporters should be called upon as they have proper training to manage such cases.
9. Practice good transporting habits just as if you were driving. **KEEP TO THE RIGHT AT ALL TIMES.**

SECURITY

- "Security is everyone's business"
- **Minimize Security Risks**
 - The volunteers must wear and visibly show their hospital identification (ID) badge at all times while in uniform and working in the premises. However, they must not wear their ID badge if in the hospital for any reason other than volunteering.
- **For Security Emergencies**
 - Dial **#7777**
 - Inform the operator of a security emergency

TOBACCO-FREE CAMPUS

South Miami Hospital campus is tobacco-free, and for that reason smoking and the use of any tobacco product is prohibited in any area of this hospital. This includes the buildings, grounds, parking garages, and vehicles parked on campus.

This policy bans any kind of tobacco, and applies to employees, volunteers, physicians, patients and visitors.

SOCIAL MEDIA

Regarding the use of internet, BHSF's Policy 105 determines that it is forbidden posting information that leaves the impression of representing, giving opinions or making statements on behalf of BHSF.

