



**BAPTIST HEALTH SOUTH FLORIDA**  
**Volunteer Services Department**

**VOLUNTEER HANDBOOK**

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## ABOUT THIS HANDBOOK

The purpose of this handbook is to inform new volunteers about Baptist Health South Florida's (Baptist Health) values, practices, policies, benefits, as well as the conduct expected from our volunteers. The information presented here is relevant to our hospitals and our patients, and it's important that the volunteers incorporate it into their work throughout Baptist Health's facilities.

The volunteers are asked to read this handbook carefully and refer to it periodically.



## SECTION 1 WHO WE ARE

### **Baptist Health South Florida History**

Baptist officially opened its doors in 1960. It first served as Baptist Hospital of Miami, and later became Baptist Health South Florida (BHSF), one of America's largest, visionary healthcare organizations, with an outstanding reputation for medical and service excellence.

With more than 1.5 million patient visits every year, we receive rave reviews from the people we serve. In fact, patients, and their families from around the world travel to Miami for our medical expertise. We are proud of our team: approximately 23,000 employees and more than 4,000 physicians in virtually all specialties — many with national and international reputations. All of this and more makes us South Florida's world-class healthcare organization.

#### **Our Facilities**

Baptist Hospital of Miami, Baptist Children's Hospital, Bethesda Hospital East, Bethesda Hospital West, Boca Raton Regional Hospital, Doctors Hospital, Fishermen's Community Hospital, Homestead Hospital, Mariners Hospital, South Miami Hospital, West Kendall Baptist Hospital.

#### **Baptist Outpatient Services**

Conveniently located throughout South Florida, Baptist Medical Plazas and outpatient facilities provide cutting-edge surgical, diagnostic, and urgent care services in a comfortable, relaxing environment.

More than 12,000 people, primarily from Latin America and the Caribbean, travel to Baptist Health facilities each year to receive the finest medical care. Our multilingual staff provides personalized service every step of the way.

### **Our Commitment to Excellence**

Baptist Health offers an extensive range of medical, surgical, and technological services — including weight-loss surgery, pediatrics, addiction treatment, and cancer care — provided by renowned physicians.

Among our Centers of Excellence are: Baptist Health Center for Robotic Surgery, Miami Neuroscience Institute, Miami Cancer Institute, Miami Cardiac & Vascular Institute, Miami Orthopedics & Sports Medicine Institute

### ***Our Mission***

The mission of Baptist Health is to improve the health and 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.

Consistent with its spiritual foundation, Baptist Health is dedicated to providing high-quality, cost-effective, compassionate healthcare services to all, regardless of religion, creed, race or national origin, including, as permitted by its resources, charity care to those in need.

### ***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. Baptist Health will offer a broad range of clinical services that are evidence-based and compassionately provided to ensure patient safety, superior clinical outcomes, and the highest levels of satisfaction with a patient- and family-centered focus. Baptist Health will be a national and international leader in healthcare innovation.

### ***Not-For-Profit Status***

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 Purpose of the Pineapple*

The pineapple became a symbol of hospitality in Europe during the Italian Renaissance period. American innkeepers later adopted the European custom of putting pineapples on their doors, and visitors to these inns found themselves in friendly and comfortable surroundings. When Arthur Vining Davis donated the land and funds to build Baptist Hospital, the magnate specified that a pineapple fountain greet guests at the front door. Guests would thus know that service here would be warm and friendly, such as in a good hotel. This pineapple fountain still exists today.

Upon completion of their orientation program, all new Baptist Health employees receive a pineapple pin to attach to their hospital identification badge as a symbol of our commitment to hospitality.

## *The Baptist Health Way: Being Our Best*

The Baptist Health Way defines our corporate culture and is at the core of everything we do. It begins with our mission and a promise to always put the patients first. The Baptist Health Way also focuses on the importance of our people, patient care quality and safety, honesty, and integrity. It's continually reaching and stretching for the best, ensuring that this is the best place to be your best. Embracing the Baptist Health Way means creating a positive atmosphere for our coworkers, patients, and guests.

## **Service Excellence Standards and Expectations**

**People Caring for People:** We believe that volunteers are in a unique position to provide wonderful customer service to our patients, guests, coworkers, physicians, and others. Volunteers add the "high touch" to the "high tech" of healthcare.

**Service Goal:** Consistently provide excellent patient and family-centered care and service to patients, guests, coworkers, physicians, and others.

**Caring and Compassion:** Provide patient and family-centered healthcare services with care and compassion.

**Teamwork:** Work as an organization-wide team member providing quality, compassionate care and services.

**Privacy and Confidentiality:** Maintain and protect privacy in every aspect of care and service.

**Effective Communication:** Communicate effectively by using appropriate methods.

**Safety:** Consistently promote and provide safe care and services.

**Quality and Service Recovery:** Consistently provide high-quality care and services and is active in-service recovery.

**Cost Effectiveness:** Perform work in a cost-effective manner while consistently providing high-quality care and services.

# Volunteer Services

## *Mission*

The Mission of Volunteer Services is to recruit, develop, and retain an exceptional volunteer workforce to help fulfill BHSF's mission by enhancing our patients and families' experiences, through the provision of supportive services to the staff, and compassionate healthcare services to our guests. We are committed to providing qualified, well-trained volunteers for suitable placement in a variety of areas throughout the organization, maintaining the highest standards of service excellence.

## *Scope of Service*

The Baptist Health Volunteer Services is a community-oriented program that provides complementary and supplementary support to various areas of our facilities. They also provide a valuable supportive service to our staff, patients, and visitors.

Our volunteers complement the excellent healthcare provided by our professionals. They come from all walks of life and bring a myriad of abilities with them. Studies show that people who help others are healthier and happier. Volunteering can bring additional job skills, school credit, socialization, or the feeling of satisfaction that comes from donating time to helping others.

## *Mailing Address and Office Hours*

Our mailing address and office hours depend on which of our locations you are volunteering for. To obtain detail information from your specific location please go on your web browser to the following link: <https://baptisthealth.net/en/about-baptist-health/pages/become-a-volunteer.aspx>



## Volunteer Requirements

**Minimum Age:** 15 (Please check with the entity you are interested in, since this number may vary.)  
**Number of Hours Required:** All volunteers are asked to serve a minimum of four consecutive hours per week. Summer Teen Program volunteers may have different requirements.

Adult and teen volunteers must commit to a minimum of 100 hours of service each calendar year. College volunteers must commit to a minimum of 50 hours per semester to receive documentation of their services.

The amount of time and scheduling will be determined based on the needs of the department and the convenience of the volunteer. Please note, volunteers are not assigned to areas where relatives are employed or are patients.

**Application:** Prospective volunteers must complete a volunteer application online together with all requirements listed for each program. (i.e. Reference Letter or Recommendation Forms, Parental consent, etc.)

**Interview:** Upon receipt of a completed volunteer application, the prospective volunteer will be contacted by a staff member to set up an interview.

**Health Related Documents:**

- a. To ensure, all BHSF volunteers are free of active pulmonary tuberculosis (TB), new volunteers are required to have a PPD regardless of age.
- b. PPD will be administered in the Occupational Health Office (OHO). These tests are to be done prior to first volunteer assignment.
- c. The TB Symptom & Risk Assessment form needs to be completed prior to the first volunteer assignment and annually.
- d. Minor volunteers under the age of 18, are required to have a parental/guardian permission slip signed before any testing can be done. The consenting adult will need to be present with the minor volunteer if Occupational Health will be administering the PPD test.

**Orientation/Training:** All volunteers must complete a mandatory on-line general orientation, a site orientation, and a quiz before they may begin their volunteer assignment. Orientation topics include overview of volunteer program, infection control policies, safety, proper wheelchair transport, patient confidentiality, and other entity policies, information, and standards.

Volunteers should be properly trained by their departmental supervisor or designated staff to successfully complete assigned tasks.

**Background Checks:** All volunteers who are 18 and older must pass a criminal background check before beginning their assignment. Court-ordered community hour program participants are not accepted at Baptist Health.

**Placement:** It is important for both Baptist Health and the volunteer that the placement is mutually satisfactory. Placement and schedule will be determined at the end of your onboarding process.

**Attendance:** Volunteers are expected to meet their commitments to their scheduled service hours. Their assigned department supervisor and Volunteer Services must be notified of any absences in advance or as soon as possible via phone call or email. Continued absences will make it necessary to fill the position with another volunteer. If you will be leave of absence for more than six weeks, it is not always possible to hold your preferred day/time/assignment. After three consecutive unexcused absences without notification, Volunteer Services reserves the right to terminate a volunteer.

Volunteers returning from inactive status, vacations, leave of absence, or an unreported absence, should report to the Volunteer Services office for information on placement. Absences due to illness requiring a doctor's attention must be cleared through the Occupational Health Office by the volunteer.

**Evaluation:** All volunteers should demonstrate a good understanding of assigned tasks. An annual evaluation will be performed to ensure service standards and assigned duties are meeting expectations.

## Volunteer Benefits

**Complimentary Meal/Snack:** As a token of appreciation, volunteers who complete a minimum of four hours per shift, receive a complimentary meal, valued at \$8. Volunteers completing less than four hours per shift, receive a complimentary meal, valued at \$4. Any exceptions will require authorization from the Volunteer Services Department. If the meal exceeds the approved cost, the volunteer will be asked to pay the difference at the dining services register.

Meals cannot be "saved" from day to day. If it is not used on one day, it will not hold over until the next shift. This is a benefit for volunteers to use only on the day they are volunteering.

**Please note:** Complimentary meals are exclusively for volunteers providing service and the meal break should be taken before or after a volunteer's scheduled assignment.

**Healthcare Discount:** You must be an active volunteer and have completed 100 hours of volunteer service to be eligible for the following healthcare benefit at all wholly owned BHSF facilities and affiliates (Inpatient and Outpatient) and BHMG physician services:

- Insured – 50% discount of charges remaining after the payment by insurance
- Non-insured – 50% discount of total charges
- \$5,000 maximum per year

*Any courtesy discounts given must be reported on a form 1099, if the amount reaches the form 1099 filing threshold, as determined by the IRS.*

**Workman's Comp Insurance:**

Volunteers who are injured while performing their assigned volunteer tasks on (in) a Baptist Health facility will have their injuries addressed through Baptist Health's Occupational Health Office, with expenses for the injury covered under worker's compensation.

**Discount at All Entity Gift Shops:** All volunteers receive a 10% discount at all our hospital gift shops on purchases when applicable.



**Lockers:** Some of our locations may provide lockers; however, you must provide your own padlock. Please remove your lock at the end of your shift. If a lock is left on a locker for more than one day, it will be cut off.

## Volunteer Guidelines

**Privacy and Confidentiality:** At Baptist Health we recognize that our patients have specific privacy rights, which are protected under the Health Insurance Portability and Accountability Act (HIPAA), a federal law enacted in 1996. As a BHSF volunteer, you are expected to always use appropriate safeguards to maintain all patient information confidential.

***WHAT YOU SEE AND HEAR AT YOUR ASSIGNED VOLUNTEER SITE MUST STAY THERE*** (additional information under Privacy and Confidentiality (HIPAA) section)

**Signing In:** Volunteers must sign in and follow any safety protocols in place before reporting to their assigned department. Signing in provides a record of hours worked and indicates your presence in the hospital. In case of emergency, this record will assist the Volunteer Services staff in locating you. Volunteer hours are recorded for the future references.

In facilities with a *Kiosk PC*, the volunteers will be assigned a personal ID number to access their name and work area in the volunteer computer system. The volunteer will need to sign in before going to their assigned department, and sign-out at the end of the shift. **Mealtime is not credited as hours volunteered.** Please sign in and out appropriately.

**Parking:** Free parking is available for all Volunteers. Check on parking requirements with respective entity.

**Uniforms:** Volunteers must dress appropriately for their assigned areas and tasks. All volunteers are required to purchase and wear the approved uniform while on duty. Uniforms should be kept in neat condition and general rules of cleanliness should be observed. Uniforms should be well-fitted -- neither too large nor too small -- and appropriate undergarments should be worn.

White/Khaki/black slacks, full length, pressed and well-fitted and closed toe shoes. If the weather is cold, volunteers may use a long sleeve white t-shirt under their uniform or a cardigan, sweater, or jacket, in **solid neutral colors**, which must be opened to allow the uniform logo to be visible.

**Grooming:** Visible piercings are not allowed (exception – ear piercing). Tattoos must be covered while volunteering. Jewelry and makeup must be used in a professional and appropriate way. Long hair must be tied back in a ponytail. Perfume and cologne are not allowed, due to possible allergies.

**Identification Badge:** Volunteers will receive their photo ID on their first day of training per department process.

Hospital identification badges must be always worn while on duty and they must be worn above the waist, picture side facing out. Identification badges must be returned on the last day of volunteering.

**Volunteer Position Descriptions:** Are available for every volunteer assignment and should have been given to you upon being scheduled.

**Smoking:** Baptist Health has a **NO SMOKING** policy. Smoking is not permitted anywhere on the facilities' grounds.

**Hurricane Warning:** Volunteers will not report to their assignments when a Hurricane Warning has been announced. Volunteers will vacate the premises when the "warning" is announced and will resume their activities 12 hours following the passage of the hurricane.

**Tipping:** Employees and volunteers are **NOT** permitted to accept tips for services to patients and their families. If money is given to you, make it clear that the money will be donated to the hospital through the Foundation.

**Volunteer Agreement:** All volunteers are required to review, sign, and comply with the Baptist Health Volunteer Agreement, which states you understand and agree to maintain a friendly, cooperative, and professional attitude while working. Adhere to dress code, maintaining a professional appearance in clothing and personal grooming. Abide by all Baptist Health policies, procedures, and guidelines. Comply with the Volunteer Handbook, Volunteer Job Description, schedule commitment, and all service standards and guidelines. Develop good teamwork supporting diversity and promoting inclusiveness.

In addition, volunteers must cooperate with, and display courtesy to hospital staff, patients, guests, and any other person with whom they come in contact. This includes not utilizing any profane language or inappropriate gestures, considered after an appropriate investigation, to be disrespectful, vulgar, and/or unprofessional.

Any conduct unbecoming of a volunteer or against the best interest of Baptist Health, Volunteer Services, patients, or visitors will result in my termination as a volunteer. Such conduct or any violation of this agreement will result in disciplinary action and possible termination of services. **(See Section: Disciplinary Action & Termination of Services)**

**Resignation:** Volunteers wishing to resign from their assignment must provide notice to their supervisor and to the Department of Volunteer Services. Volunteer hospital identification badge must be returned to the Volunteer Services Department before receiving verification of your hours.

**Change of Contact information:** You should report any change of mailing address, telephone number, email address, or your name to the Volunteer Services office.

**Change in Volunteer Area:** Any changes in work area or schedule must be made through the Volunteer Services office. Please do not report to a department to which you are not assigned unless asked by a member of the Volunteer Services staff.

**Re-entry Requirements:** When a volunteer has been inactive for 30 days or more, he or she will be removed from the active volunteer computer system database. Volunteers who have reported a need for leave of absence are exempt from the following reentry policy.

To qualify as a re-entry volunteer, you must:

- Meet entity criteria (PPD, Flu shot, i.e.)
- Not have any disciplinary action
- Be approved by Volunteer Services Supervisor/ Manager

**Holidays:** Baptist Health celebrates the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas.

**General Meetings:** Educational programs and interesting speakers are sponsored regularly. This is an opportunity to meet fellow volunteers and provide feedback and ideas.

**Leave of Absence:** A volunteer is eligible for a leave of absence (LOA) after completing 50 hours of service. A volunteer can be placed in this LOA status for up to three months. All volunteer benefits are forfeited during this period. Special circumstances will be considered on an individual basis.

## **Volunteer Tasks - Permitted/Not Permitted**

Volunteers at Baptist Health South Florida perform supplementary and complimentary support to the departments in which they serve. Volunteers are not to engage in clinical activities at any time, even if the volunteer has training or certification in clinical skills. Volunteers are responsible for adhering to all hospital guidelines and standard precautions.

**Volunteers are permitted to:**

- Transport via wheelchair all guests and discharged patients
- Prepare or provide ice, water, coffee, juice, snacks, or linen in waiting areas and in units only with authorization from clinical care team
- Deliver meal trays and assist with completing menus
- Prepare and serve food (non-sharp instruments)
- Provide companionship (i.e., reading, writing letters, combing hair, etc.)
- Provide comfort care to patients including infants (21 age minimum requirement)
- Deliver specimens to lab
- Assist with operation of cash register in retail areas (i.e., gift shop, cafeteria, café, etc.)
- Assist in maintaining cleanliness of unit and/or patient rooms, including making unoccupied bed
- Perform miscellaneous errands
- Assist with non-medical translation when appropriate (i.e., patient requesting water, bathroom, room cleaning, etc.)
- Assist with clerical functions such as filing and assembling charts/files as assigned by unit/department

- Assist in early learning center classrooms and play areas
- Assist all guests with wayfinding
- Assist with transporting guests via tram/golf carts
- Assist with conducting discharge phone calls for low-risk patients
- Assist with performing inventory and/or replenishing supplies, equipment, and refreshments
- Conduct safety and bed checks to reduce fall risk

**Volunteers are not permitted to:**

- Violate the Volunteer Code of Ethics, Service Standards, Department Policies, Guidelines
- Leave the hospital grounds, unit, or department without permission
- Witness permits or legal documents
- Enter “Isolation” rooms
- Lift, bathe, or feed patients
- Empty bedpans and urinals
- Administer, handle, or throw away medication or items used during patient procedures
- Handle IV’s, catheters, or other technical equipment
- Loosen restraints or lower bed rails without authorization from clinical care team
- Engage in direct patient care
- Assist with medical translation for patients (i.e., anything pertaining to patient health, legal matters, procedures, etc.)
- Seek and/or give medical advice or referrals
- Accept tips or gifts from patients or family members

## **Cultural Diversity**

**Why Learn About Cultural Diversity?**

Caring for patients and working with individuals from many different cultures is an important part of the healthcare system today. Learning about different cultures benefits everyone. You can:

- Help patients receive effective care. Taking patients’ cultural views into account helps maintain their right to be treated with respect. They also respond to better care.
- Produce a better working relationship with staff.
- Improve job performance.

**Cultural Factors to Be Aware of:** Country of Origin, Preferred Language, Communication Style, Views of Health, Family and Community Relationships, Religion, Food References.

**Culturally Sensitive Tips:** Think before you speak, listen more, avoid generalized language, and recognize other people’s intentions when they speak.

## **Disciplinary Action & Termination**

If at any time a volunteer’s performance or conduct needs improvement, it may become necessary for him/her to have a discussion with the Volunteer Services Coordinator/Supervisor/Manager. Depending on the situation, specific improvements may be agreed upon. *Disruptive behavior\** or any violation of volunteer contract and/or department and organization policies and processes will result as follows:

- First Offense:** Verbal warning that will be documented in the permanent volunteer file.
- Second Offense:** Written warning given to Volunteer and sent to parent if a minor. Volunteer will be sent home for the day.
- Third Offense:** Dismissal from the volunteer program.

Depending on violation type, a volunteer may be immediately dismissed from the program, at the discretion of Management. The Department of Volunteer Services reserves the right to terminate your service as a volunteer. Any breach of patient confidentiality, harassment, theft, and any other standing hospital policy will be grounds for immediate and permanent dismissal from the program.

*(\*) Disruptive behavior encompasses a variety of inappropriate conduct which is intentionally destructive, abusive, or disruptive to the hospital environment: rude or abusive conduct to health care professionals, patients, guests or other volunteers, negative comments about the organization, threats, physical assaults, sexual harassment, etc.*



## **Privacy and Confidentiality (HIPAA)**

Under HIPAA (Health Insurance Portability and Accountability Act), Baptist Health is required to keep all our patient’s protected health information secure and confidential and to educate our workforce members and volunteers on our privacy policies.

The goal of the volunteer HIPAA education program is to ensure all volunteers understand the rights of patients under HIPAA and to provide you with tools and strategies to safeguard our patients' protected health information (PHI). **Protected Health Information (PHI)** is any information that

relates to the individual's past, present, or future physical or mental health or condition; to the provision of health care to an individual; or to past, present, or future payment for the provision of health care to the individual; and either identifies the individual, or for which there is a reasonable basis to believe it can be used to identify the individual; and exists in **verbal, written, and electronic formats**.

At BHSF we are proud to have and to maintain a Culture of Privacy. Our patients **TRUST** Baptist Health and **KNOW** that we will take very good care of them and that during the process we will take very good care of their information. Maintaining patient confidentiality is a conscious effort by every volunteer. Never discuss confidential patient information where you can be overheard by others, such as in hallways and elevators. Never access information to satisfy personal interest or curiosity. As a volunteer, we expect that you comply with all BHSF policies/procedures and to always maintain the privacy of our patients and their information.

## Our Code of Ethics

### What is it?

- A written code of conduct that explains our commitment to the highest ethical and legal standards
- Communicates methods of reporting issues or concerns to prevent, detect and correct activities that are not consistent with our ethical standards
- It provides guidance about issues you may face
- The Code must be followed by all employees, medical staff, contractors, and volunteers

### Your responsibility

- Make sure that all your associations with patients and the community are honest
- Anyone who suspects a violation of our ethical standards has a duty to report that suspected violation
- You may report your concerns without fear of discipline or retaliatory action
- Your established chain of command is available to you as an option for reporting concerns
- If you prefer to make an anonymous report, the Compliance Hotline is available 24 hours a day, seven days a week

**If you would like to contact the Audit and Compliance Department directly  
Call 786-662-7352**

## **Compliance Hotline** **888-492-9329**

### **Internal and External Disasters**

In the event of an internal (fire, bomb threat, etc.) or external (plane crash, hurricane, etc.) disaster, Code Delta is activated. All on-duty volunteers should stay in their respective areas if needed; otherwise report to the Volunteer Services Department for directions. Off-duty volunteers should remain at home until notified by Volunteer Services.

Communication is vital to the successful implementation of any disaster plan. The following guidelines will assist in the communication effort:

- All non-essential phone calls must be terminated when a disaster is called to be sure that phone lines remain available to coordinate the disaster response plan.
- An “All Clear” announcement over the PA system will be made after the implementation of the disaster plan.

### **Incident Reports**

**What is an incident?** Any occurrence, accident, or event that is not anticipated and had the potential to result in injury or has caused injury or that is not consistent with the expected operation of the hospital.

If you are injured while volunteering, notify your assigned Department Supervisor and the Volunteer Services Department immediately, and report to the Occupational Health office.

An Incident Report form must be filled, no matter how slight the injury. Report to the Emergency Department if the Occupational Health Office is closed.

### **Environment of Care**

The phrase “environment of care” is used to reflect The Joint Commission (TJC) standards for safety. Environment of care refers to the situation in which you work and in which we care for patients.

We need to know how to respond to various unexpected events and emergencies to make a situation safe. Volunteers can follow procedures to ensure safety for themselves and the patients and families we serve.

### ***The Joint Commission (TJC)***

The Joint Commission is an independent, nonprofit organization that accredits and certifies more than 21,000 health care organizations and programs in the United States. The Joint Commission surveys occur, unannounced, approximately every three years. The surveys are designed to

determine how well a health care facility performs on established guidelines regarding patient care, patient safety, and human resource policies.

All volunteers, but especially volunteers in patient care units, might be involved in a TJC accreditation survey. It is important for volunteers to remember and regularly review the information contained in this handbook and any other information that they might learn during training and throughout their time as a volunteer.

Volunteers also receive an annual performance evaluation as a part of Joint Commission requirements.

## *Emergency Codes*

In case of an emergency, **dial #7777** and report the code type of the emergency: The only **two codes that are never called as a drill** are Code Silver and Code Black.

<b>EMERGENCY CODE</b>	<b>DEFINITION</b>
Code Pink	Neonatal Patient Clinical Deterioration
Code Purple	Pediatric Patient Clinical Deterioration
Code Rescue	Adult Patient Clinical Deterioration
Code Black	Bomb Threat
Code Red	Fire
Code Delta	Internal/External Disaster
Code Adam	Missing Child over 28 Days
Code Stork	Missing Infant Under 28 Days
Code Blue	Cardiac Arrest
Code Green	Combative Person
Code White	Hazardous Materials Spill
Code 9	Non-Patient Injury (inside building)
Code 250	Non-Patient Injury (outside building on the hospital grounds)
Code Orange	Unattended Delivery
Code Silver	Active Threat/Active Shooter
Code HELP	Patient/Family Requesting Immediate Medical Assistance

## *Fire Safety*

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. PROCEDURE:**

If a fire is discovered, a **CODE RED** situation exists; hospital personnel (this includes volunteers) should quickly initiate the R.A.C.E. emergency procedure as follows:

#### **Remove All Persons**

When a fire is discovered, your first priority is to remove anyone from immediate danger.

#### **Alarm**

There are two ways to call for help: #7777 phone alert, and the red pull-boxes.

When you dial #7777 on a hospital phone, you will reach the operator. Let the operator know the type of emergency (a CODE RED 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 hospital settings, Security & Engineering will respond to the alarm.

#### **Contain**

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 anyway. 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**

If a patient is on fire, wrap a blanket around him/her to smother the fire. Similarly, a fire in a trash can be smothered with a towel or rag. For small fires, an extinguisher can be used. Locate the fire extinguisher closest to your work site. There are three types of extinguishers. Class A for ordinary combustibles, Class B for flammable liquids and Class C for electrical fires.

**P.A.S.S.** is an acronym used to remember pointers on using extinguishers.

- Pull the pin between the handles
- Aim low, at the base of the fire
- Squeeze the handles together
- Sweep from side to side

#### **How do I know it is a real fire?**

When there is a fire alarm, Engineering Services turns off the chimes and bells, but the lights continue to flash. The flashing lets us know that the possibility of a real fire still exists. An announcement over the PA system that says "all clear" tells you there is no further danger of a fire. In the case of a fire drill, the PA system will announce "fire drill".

If you are discharging a patient at the time of a fire and have not left the floor, please bring the patient back to the nurse station if it is safe to do so.

### **Horizontal/Lateral Evacuation of Patients**

During a Code Red it may be necessary to evacuate patients due to smoke or the possible spread of the fire. In most cases, patients should be left in their rooms with the doors closed. Evacuation is only used in extreme cases.

When it becomes necessary to evacuate patients, we will use horizontal/lateral evacuation which means patients are moved from the area they are in past the closest set of double fire doors. This is usually to an area on the same floor or to an adjoining building. By doing this, the patients are moved to a different smoke compartment without using stairwells. The elevators will not work during a Code Red.

When Code Red alarms are activated, doors that separate smoke compartments close automatically. Volunteers should take patients to the nearest nursing station if it is safe to do so.

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.

### ***Wheelchair Transportation***

All wheelchairs are equipped with feet and leg rests and hand brakes. The lever at the top of each wheel is the 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 arm bracelet for identification.
3. Check the hand brakes and see that they are locked.
4. Check the foot pedals to see that they are raised.
5. Ask the patient if she/he is ready before moving the wheelchair and explain where you are taking him/her.
6. See that the patient's arms are resting inside the armrests and not hanging over the side of the chair.
7. Turn the wheelchair around so that it is backward when entering or leaving an elevator, or over any threshold that could stop the front wheel from passing easily.

8. Walk slowly and avoid quick stops. Be aware of any discomfort the patient might be experiencing.
9. Never try to lift a patient or transport a patient that may be 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.
10. Practice good transporting habits just as if you were driving.



## SECTION 4 INFECTION CONTROL

### **Infection Control** *It is everyone's business.*

All members of the hospital staff, including volunteers, must cooperate in controlling the spread of infection. Procedures for infection control are designed to minimize the spread of infection from patient to patient, patient to personnel (including volunteers), and personnel to patients.

#### ***Standard/Universal Precautions***

Since the blood and body substances of all patients cannot be readily identified as infectious or not, anyone involved in activities requiring contact with blood, body fluids or other potentially infectious materials must use standard precautions.

Since the duties that volunteers perform do not ordinarily include tasks that require contact with blood, body fluids, or other potentially infectious materials, it is expected that volunteers will not have direct contact with these substances.

#### **Do's to Prevent Spreading Infection**

- Wash hands
- Complete/update Influenza vaccine
- Complete TB Symptom & Risk Assessment form annually
- Properly use Personal Protection Equipment (PPE)
- Practice good personal hygiene

#### **Do not's to Prevent Spreading Infection**

- Do not report for your shift if you are sick, especially if you have a fever, diarrhea, or a skin infection
- Do not enter an isolation room
- Do not attempt to clean up spilled specimens

## ***Hand-Hygiene Technique***

1. Handwashing is the single most important factor in preventing the spread of disease and should be done:
  - On arrival to work
  - Before leaving the restroom
  - Before and after eating
  - Before serving food
  - After removing gloves
  - After a patient discharge
2. Routine hand washing requires vigorous rubbing together of all surfaces of lathered hands for at least 20 seconds followed by thorough rinsing under warm running water. Dry hands with paper towels and use towel to turn off faucet.
3. Hands or other skin surfaces that become contaminated with blood or other body fluids should be washed immediately.
4. An alcohol-based hand rinse can be used when sinks are not readily accessible and/or to enhance hand washing.

## ***Fingernail Policy***

Fingernails should be short, clean, and healthy, with natural nail tips less than ¼ inch long. Nail polish, if worn, may not be chipped, cracked, or peeling.

## ***Health Requirements:***

1. Any volunteer with draining lesions (including fever blisters) should refrain from duty until the condition has cleared.
2. Volunteers are to excuse themselves from volunteering 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 Occupational Health Office or to the Manager/Supervisor of Volunteer Services Department. (We require that all volunteers be in good physical health. Chronic problems must be disclosed during the interview or as they develop.
4. Blood and/or Body Fluid Exposure
  - a. Exposure is defined as:
    - A needle stick or cut from a contaminated needle or other instrument
    - Blood or body fluid splashed into eyes or mouth
    - Prolonged skin exposure to large amounts of blood especially when the exposed skin is chapped, abraded, or afflicted with dermatitis
  - b. Any volunteer sustaining exposure as defined above is to receive first-aid immediately, report the incident to his/her supervisor and to the Manager/Supervisor of Volunteer Services or designee, complete an incident report and be evaluated by Employee Health Occupational Health Office Services.

## ***Special Precautions:***

A sign stating, “Check with nurse before entering 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.

## ***Transporting Specimens:***

Specimens of blood or other potentially infectious materials may only be transported if contained in a plastic or paper bag, and then carried in another rigid container. The rigid container protects the specimen from damage. Volunteers are not to transport specimens that are not appropriately contained.

## ***Gloves:***

Volunteers should not routinely engage in tasks that require contact with items or surfaces visibly soiled with blood or other body fluids. Should a situation arise in which contact could occur, remember that gloves are available in all patient care areas. When gloves are worn for contact with blood or other body fluids, they are to be removed after contact and discarded appropriately, and the hands are to be washed.

## ***Entering Patient Rooms:***

Always knock before entering a room. Identify yourself as a volunteer and explain why you are there (i.e., delivery, discharge, etc.). Wait for the patient to give you permission to enter.

## ***Isolation***

Volunteers should never enter a patient’s room that bears a STOP sign. When in doubt, check with the nurses’ station.