

# **VOLUNTEER HANDBOOK**

**Caring From the Heart**



**HSHS**  
**Sacred Heart**  
Volunteer Partners

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## WELCOME

At HSHS Sacred Heart Hospital (SHH), our volunteers are a significant part of the healthcare team. They share a vital role in helping to fulfill our mission to provide healthcare services of high value and promote good health and well being. Volunteers are active in various roles throughout SHH's healthcare campus.

We are happy you are interested in volunteering. This handbook will explain more about the hospital, Volunteer Services/Volunteer Partners (Volunteer Partners) and the responsibilities of a hospital volunteer. We believe volunteering is a uniquely rewarding experience. Volunteers accept assignments with dignity, a sense of duty and sincerity of purpose.

The Volunteer Partners are dedicated to providing a quality, people-centered volunteer program that aligns volunteers' needs, personal motivations, passions, and proficiencies by inviting them to strengthen the excellent, compassionate care of SHH and the people of the communities we serve.

Time spent volunteering your skills and services can provide personal satisfaction and a sense of accomplishment while having fun! You can make new friends, learn new skills, gain work experience, find greater meaning by helping others, add variety to your life as well as feel good about yourself.

Whether it's for leadership development or a desire to impact your community in a positive way, we all come together as a team committed to compassionate care. The service performed as a volunteer is important to the patients as well as to the hospital. Volunteers help Sacred Heart give "Care from the Heart."

Achieving excellence in healthcare services requires the dedication and service of many people. Doctors, nurses and other professionals are essential, but volunteers are important also – they "complete the circle of care." Please join our circle of care by becoming an HSHS Sacred Heart Hospital volunteer.



HSHS Sacred Heart Hospital of Eau Claire began on October 7, 1889.

Two Hospital Sisters of St. Francis came from the Motherhouse in Springfield, Illinois to Eau Claire and located in a house on Putnam Street. They cared for patients in private homes while plans were drawn for a three-story brick hospital. Construction started in 1890 and was completed the following year.

In 1962, Sister Clarine, then Administrator, acquired the excellent site on Clairemont Avenue. On June 26, 1962, the Mother General of the Hospital Sisters of St. Francis came from Munich, Germany, to turn the first spade of earth at the groundbreaking for the present HSHS Sacred Heart Hospital. The hospital was formally dedicated in December 1964 in the 75<sup>th</sup> anniversary year of the founding of HSHS Sacred Heart Hospital in Eau Claire.

Our current location at 900 W. Clairemont Ave, has served the community well over the years. Over the years as our area population has expanded, so too have the needs of our patients.

In 2001 Sacred Heart Hospital implemented a “Time to Build” Campaign. This campaign generated over 6 million dollars towards expansion efforts.

The Volunteer Partners pledged \$250,000 towards this goal. Through their generosity and that of many others, we have realized our dream to expand and provide even better programs, services and care of our patients. We give thanks.

The primary purpose of Sacred Heart Hospital is to provide a structure and means whereby the Hospital Sisters can continue their apostolic mission to serve the sick, the aged, the poor and the terminally ill.

## **PHILOSOPHY OF HSHS SACRED HEART HOSPITAL**

HSHS Sacred Heart Hospital is a Catholic non-profit healthcare facility sponsored by the Hospital Sisters of the Third Order of St. Francis, a religious congregation dedicated to the care of the sick and those in need.

The Primary motive of our ministry to believers and non-believers alike is to reveal and embody Christ's healing love for all people. The distinguishing quality of this service is the Franciscan spirit of simplicity, unpretentiousness, joy and dedication. The tradition of the Sisters-founders holds that the patient is to be our first concern.

Sacred Heart is an affiliate hospital of the HSHS (Hospital Sisters Health System), which has 13 hospitals in Wisconsin and Illinois.

## **HSHS SACRED HEART HOSPITAL**

**Mission:** To reveal and embody Christ's healing love for all people through our high-quality Franciscan healthcare ministry.

**Vision Statement:** We will provide quality and cost-effective healthcare for the Chippewa Valley and western Wisconsin region in partnership with others, while maintaining the tradition and values of the Hospital Sisters.

## **VOLUNTEER SERVICES DEPARTMENT MISSION STATEMENT**

Volunteer Services/Volunteer Partners will provide compassionate, well-trained, resourceful volunteers to compliment hospital service, incorporating the hospital's mission and values.

Volunteer Services enjoys a close relationship with the hospital's Volunteer Partners Board of Directors. The Director serves in the capacity of liaison and provides support to the Partners Board and its membership.

# HOSPITAL SISTERS HEALTH SYSTEM (HSHS)

## CORE VALUES

- RESPECT** is the Franciscan respect for life from conception to death and for the dignity of each individual person. It is a commitment to freeing and empowering each person to develop to their full potential.
- CARE** is the concern, compassion and sensitivity with which we care for patients as individuals. It represents our way of dealing with patients, their loved ones, co-workers and fellow colleagues. Care is not merely behavior at the bedside, it is found throughout the hospital boardrooms, business offices and at breakfast in the cafeteria. Our task, for the past 121 years, has been to bring the healing peace and hope of Jesus Christ to the sick, the aged, the poor and the terminally ill. We have never turned away anyone who needed our care when we had the capability to meet that need.
- JOY** is the manner in which our colleagues and all who join us in our healing ministry seek to perform their work. There is great joy and satisfaction in caring for others. From direct patient care, to physician, employee and volunteer celebrations, to picnics and awards banquets, joy is an essential ingredient in bringing a sense of hope to those who suffer, and it is something celebrated together as a hospital family.
- COMPETENCE** our work is performed and the hospital is managed with the highest level of skill and ability. Sacred Heart is committed to recruiting and developing people who are competent in their work and who support the hospital's Franciscan healing mission. We take pride in hiring the best and the brightest and we invest in the personal and professional growth of all members of our hospital family. Ongoing training is important to provide colleagues with the latest information they need to serve you and to keep our community healthy.

# **HOSPITAL VOLUNTEERS**

## **What is a Hospital Volunteer?**

A volunteer is a special and wonderful kind of person who generously offers their time, free of charge, to help others.

## **Why are Hospital Volunteers important?**

Volunteers are important because they provide many extra services that supplement the basic, essential functions of the professional colleagues.

Volunteers assist in services that add to the comfort, care and happiness of the patient. Volunteers add to the quality of healthcare by helping the patients, their families, colleagues, visitors and the entire community.

## **How does the volunteer benefit?**

1. An opportunity to learn new skills.
2. An opportunity to develop new interests.
3. An opportunity to make new friends.
4. An opportunity to grow in understanding. And most of all...
5. An opportunity to enjoy the satisfaction that comes from helping others.

## **What are the qualifications of Hospital Volunteers?**

1. Good physical and emotional health.
2. Willingness to do the job well.
3. Ability to work harmoniously with others.
4. Dependable in attendance.
5. Loyal to the hospital.

## **BILL OF RIGHTS FOR VOLUNTEERS**

- The right to... *be treated as a colleague.*
- The right to... *a suitable assignment.*
- The right to... *receive information about HSHS Sacred Heart Hospital.*
- The right to... *receive training for the service duties at hand.*
- The right to... *continuing service education.*
- The right to... *sound guidance and direction.*
- The right to... *promotion and a variety of experiences.*
- The right to... *be heard.*
- The right to... *be recognized.*

## QUALITY IMPROVEMENT ACTIVITIES

HSHS Sacred Heart Hospital is committed to providing quality healthcare to the Chippewa Valley. Quality is an integral part of the mission and vision of the hospital. Quality improvement activities, which measure specific aspects of care and service, are ongoing in our quest to provide patients and their families the very best.

The components of quality, which are continually measured, include clinical outcomes, patient satisfaction and cost effectiveness.

- Clinical outcomes measure the patient's well-being as a result of the healthcare process. Examples of clinical outcomes, which are consistently measured at Sacred Heart, are post-operative infection rate, mortality rate, functional ability of rehabilitation patients and cesarean-section birthrate.
- Patient satisfaction is the measure of the success of meeting the patients (and their families') perceptions and expectations of quality service. Tools used to measure patient satisfaction include telephone surveys to discharged patients, questionnaires to patients prior to and after discharge from a nursing department and verbal questioning prior to discharge from the hospital.
- Cost effectiveness is the measure of efficiency/utilization of resources in performing processes necessary to provide a particular service. Factors such as length of patient stay for a particular medical or surgical diagnosis, the cost of care provided, the charges to the patient/payer, and the revenues received all contribute to the over measurement of cost effectiveness.

HSHS Sacred Heart Hospital is accredited by a number of accrediting healthcare agencies including but not limited to The Joint Commission, the Commission on Cancer of the American College of Surgeons and the Commission on Accreditation of the American College of Pathologists. Accreditation with these agencies signifies adherence to "state-of-the-art" standards that are highly respected in healthcare standards.

We are proud of the services provided at HSHS Sacred Heart Hospital. Thank you for your willingness to contribute to the high quality of care and services we provide.

## CONFIDENTIALITY

Confidentiality is an age-old yet extremely important topic, which becomes even more important in a healthcare organization.

There may be times when it is possible for a volunteer to observe and/or handle privileged information. Such information is confidential and is not to be discussed with other volunteers, colleagues, family or friends at any time.

**A patient's right to privacy is the reason volunteers at HSHS Sacred Heart Hospital are required to sign a confidentiality statement. Each volunteer signs this when s/he completes orientation, and meets with the Director of Volunteer Services. With the signature on the Volunteer Orientation Agreement, the volunteer agrees that any information s/he becomes privileged to will not leave the hospital and will not be used in conversation with others (volunteers or colleagues) within the hospital.**

While patient confidentiality is very important, so is information about hospital colleagues. Volunteers who provide office support in a number of areas may be involved in activities in which they learn private information about hospital colleagues. When we talk about confidentiality, hospital colleagues as well as patients have the same right to privacy.

This is not only a position of HSHS Sacred Heart Hospital and the Department of Volunteer Services but is also the legal and moral right of every patient. Breach of confidentiality is grounds for dismissal from the volunteer program.

Your respecting others' expectations of confidentiality is a must at HSHS Sacred Heart Hospital. If it ever becomes a question, think about it from your perspective – would you want everyone to know if you were a patient or hospital colleague?

## HIPAA EDUCATION

HIPAA stands for Health Insurance Portability and Accountability Act. Under HIPAA, a patient's right to have his/her **health information kept private and secure** became more than just an ethical obligation of physicians and hospitals – **it became the law.**

### HIPAA REGULATIONS

- Privacy Requirements  
**Compliance Deadline of April 14, 2003**
- Transaction Standards Requirements  
**Compliance Deadline of October 16, 2003**
- Security Requirements  
**Compliance Deadline of April 21, 2005**

### **How does HIPAA relate to Corporate Compliance?**

The Corporate Compliance plan ensures the hospital continues to comply with all requirements related to our code of integrity and business practices. **HIPAA** falls under Corporate Compliance with regard to our business practices related to patient privacy, security and standards transactions (billing).

### **HIPAA Requirements**

Under HIPAA, it is illegal to release health information inappropriately or to inadequately protect health information from release. When you fail to protect patient health information and records, it reflects on your ability to perform your job.

### **Potential Consequences**

The U.S. Department of Health and Human Services will enforce HIPAA. Breaking HIPAA's privacy or security rules can lead to:

- **Civil** penalty or fine;
- **Criminal** penalties, fines or even jail time;
- **Exclusion** from participation in the Medicare program.

### **Protecting Patient Privacy**

Protecting **patient health information** is a responsibility our entire workforce shares, including volunteers, regardless of whether they directly care for patients.

### **What is PHI?**

**Protected Health Information (PHI)** is any written, verbal or electronic information that can be used to identify the patient, including:

- Name
- Address
- Age
- Social Security Number
- Any other personal information that patients are asked to provide.

**PHI** also includes the following:

- The reason a person is sick or in the hospital.
- The treatments and medication the person may receive.
- Other observations about the person's condition or past health conditions.

### **How is PHI used at Sacred Heart?**

The hospital collects PHI so it can take care of patients and perform other related functions. However, the hospital and its workforce can only use PHI in limited ways.

### **Minimum Necessary**

Before looking at any PHI, ask yourself:

Do I *need* this in order to perform by duties and provide good patient care?

What is the *least amount* of information I need to perform my duties?

### **Need to Know**

Many hospital colleagues have no access to PHI, either in the computer or on paper. That is because they don't need to know the information to perform their job.

### **Using PHI**

Sacred Heart Hospital must inform patients of their rights related to PHI. The **Privacy Notice** and **Authorization to Release Information** form will be used to inform patients of those rights.

### **Privacy Notice**

- Describes how patients' medical information may be used and disclosed and how patients can access their medical information.
- Informs patients of their privacy rights and how they can exercise their rights.
- Will be distributed to each patient during registration.
- Patients will have to sign on the Admission Agreement form they have **received** the Privacy Notice brochure.

### **The Privacy Notice will be posted:**

- On all floors.
- In areas of patient registration.
- On Sacred Heart's website.

### **Authorization to Release Information**

All release of information requests are done by Health Information Management and require a specific authorization. Patients will need to sign specific authorization for release of information **not** related to:

- Treatment.
- Healthcare Operations.
- Payment.

### **Incidental and Oral Communication**

The goal of the privacy rule is not to prevent needed discussions related to patients. The goal is to make sure when discussions need to take place; **we will do what is reasonable to protect a patient's PHI.**

### **Incidental Disclosures**

There may be occasions when you will have access to confidential information.

**Example: *Patients may speak to you about their condition.***

You must remember this information is confidential. You should **not** use it or share it with anyone, including colleagues, other volunteers, visitors, etc.

### **What should you do?**

A friend is concerned because his girlfriend is in the hospital. He asks you to find out anything you can.

**Question:** *Should you try to find information for your friend?*

**Answer:** *No. Don't even acknowledge if that person is a patient in our hospital.*

### **Ways to Protect Patient Privacy**

- Close room doors or draw privacy curtains.
- Conduct discussions so others may not overhear them.
- Knock on a door and ask to enter before entering a room. Always identify yourself as a hospital volunteer and provide your first name. Example: "Hello, my name is Leanne, and I'm a hospital volunteer. May I come in?"
- Keep patient records locked away and out of public areas.
- Log out of MEDITECH before leaving your workstation.
- NEVER send e-mail containing PHI to an external e-mail address.
- Check the hospital patient directory to determine if a patient has agreed to have his/her information shared.
- Keep posted/written patient information at nurses' stations covered from the public.
- Speak quietly when discussing patients in waiting rooms or public areas.
- Dispose of paper records that contain PHI in locked containers, not in the garbage.

### **Privacy Scripts**

When greeting a stranger say, "Excuse me, you don't look familiar to me; can I help you with something?" When responding to telephone calls requesting patient information, please respond: "I'm sorry; we are not authorized to release any information on our patients. I will see if there is a family member available to speak with you."

### **Hospital HIPAA Policies**

Policies have been developed to guide you in protecting PHI while performing your job. Your Department Director will discuss implementation of the HIPAA policies with you.

### **HIPAA Policies**

The following policies have been developed:

- Clergy Access to PHI.
- Facsimile (Fax) Communication of PHI.
- Hospital Patient Directory Uses and Disclosures of PHI.
- Minimum Necessary Access to PHI.
- Notice of Privacy Practices.
- Admission Agreement.

Policy development will be ongoing.

### **HSHS Sacred Heart Hospital's Privacy Officer and Division System Responsibility Officer is Teri Hernandez (715-717-3755) and she will handle:**

- Reports by employees of violations or suspected violations of the HIPAA regulations. Employees will not be punished for reporting violations.
- Patients' privacy complaints, questions or concerns regarding the use of their PHI.

**Patient Privacy**

As an employee or volunteer of Sacred Heart, one of your jobs is to help maintain privacy for patients as they receive care. If you have any questions regarding patient privacy, ask your Supervisor for guidance.

**Reporting Suspected Violations**

Everyone has the obligation to report conduct whereby someone is unintentionally or intentionally violating hospital or system policy, procedures, plans, codes, laws or regulations.

The HSHS Values Line is a tool that allows use to make a report, express a concern or ask a question about a known or suspected compliance issue. It is available 365 days a year, 24 hours a day and can be completely anonymous. Any reports made to the Values Line are kept confidential to the extent permitted by law. Access the Values Line by calling **1-866-435-5777** or by visiting the website at **[hshsvalueline.ethicspoint.com](http://hshsvalueline.ethicspoint.com)**. Any use of the reporting system must be done in good faith.

**Summary**

By complying with the HIPAA requirements, we can continue to provide the quality, care and service our patients have come to expect.

## **VOLUNTEER GUIDELINES/PROCEDURES**

### **Equal Volunteer Opportunity**

As a fundamental belief, HSHS Sacred Heart Hospital Volunteer Services is committed to providing equal volunteer opportunities through policies and practices without regard to race, color, religion, sex, age, national origin, handicap or veteran status. Volunteer applicants will be treated equally. Acceptance decisions will be made upon the basis of individual qualifications as related to the requirements of the positions to be filled.

### **Volunteer Updates and Changes**

It is important you keep Volunteer Services office notified of any changes in name, address or telephone number. Also, please notify us of any changes in emergency contact information.

### **Parking**

Parking is provided for volunteers in the rear of the building – colleague parking lot. There are 13 available volunteer spots provided on a first-come first-serve basis. Permits are available in Volunteer Services and should be displayed on the back of your rearview mirror.

### **Absences and Illnesses**

A call is expected when a volunteer cannot make any scheduled shift. Please call Volunteer Services at **715-717-4255** so we are able to find a substitute for your shift. It is important to notify the department in which you volunteer whenever you are unable to cover your scheduled day/time.

If you are ailing and questioning whether or not to come in, you should probably stay home. You do not want to spread any illness.

If you know you will be absent for a period of time, please fill out the **Volunteer Vacations, Absences & Illnesses** form and submit it to the office at your earliest convenience. This allows the office proper time to secure substitutes for shift coverage as needed.

### **Patient Food and Drink**

Do not give a patient any food or drink even when asked. Inform the patient you will pass the request on to the nurse.

### **Volunteer Injuries**

Your safety is our primary concern. Ascertain your ability to perform tasks and never participate in duties that have the potential of causing injury to yourself or others.

In the event you are injured while on duty as a volunteer, you must report to your immediate supervisor and also to the Director of Volunteer Services. The injury must be documented in the hospital's Peminic reporting system immediately after the event. No matter how minor it may appear, it must be reported. The Director of Volunteer Services or the Supervisor in your immediate area will complete the form with input provided by you.

### **Attendance/Sign-In Sheets**

At the beginning of each shift, all volunteers report to Volunteer Services for sign in purposes. Time is logged to the nearest quarter hour. Always sign in when you arrive for duty along with the services you are providing. When your service is complete, you must return to the office and sign out. Additionally, you will return your vest to the laundry hamper for cleaning. While volunteering, your name badge is your responsibility. Always bring it with you as you must wear the identification while volunteering.

The hours are reported for:

- Recognition purposes.
- Director's monthly and yearly reports.

### **Termination**

Any volunteer who reports for duty under the influence of drugs or alcohol and is unable to competently perform their duties will be asked to leave their shift. If the situation reoccurs, the volunteer will be dismissed from the program.

The Volunteer Services Department reserves the right to terminate a volunteer if, after consideration, the action is in the best interest of the volunteer and the hospital. Such termination could result from a failure to comply with hospital and/or departmental policy, breach of confidentiality, continued absences without notification and/or unsatisfactory work.

### **Beverages and Meals**

All volunteers are eligible for a complimentary coffee/hot tea/fountain soda when they work any shift.

Volunteers who work a minimum 3 to 4-hour shift are eligible for a complimentary meal with a maximum value of \$6.00.

To receive this benefit, you must be ***in uniform, name badge displayed.*** Once you have gathered your beverage and/or meal, take it to the cashier for processing. Once the beverage and/or food purchases are made, the cashier will ring up the purchase. You are required to sign the back of the receipt for processing purposes as well as for billing to the correct department. The meal pass is intended for a meal and should not be abused.

### **Uniforms and Dress Code**

All volunteers must wear teal-colored vests with name badges (provided by the hospital) for identification and recognition purposes while in the hospital. They are to be worn over your clothes. Vests not purchased by volunteers are hospital property and should NEVER be removed off hospital premises. Check with Volunteer Services if you wish to purchase your own uniforms. BLUE JEANS, SWEATS, CAPRIS AND SHORTS ARE NOT ALLOWED. Comfortable, soft-soled shoes with socks or nylons are to be worn.

### **Harassment**

Sexual harassment is defined as unwanted sexual advances, or visual, verbal or physical conduct of a sexual nature. This definition includes many forms of offensive language or behavior, which may include but are not limited to:

- Unwanted sexual advances.
- Request/solicitation of sexual favors.
- Conduct such as deliberate, repeated, unsolicited verbal comments, sexual jokes/ridicule and physical gestures/actions of a sexual nature.
- Any other verbal, written or physical conduct of a sexual nature, by employees or supervisors, where such conduct is either made an explicit or implicit term of employment.

HSHS Sacred Heart Hospital will not tolerate any actions by any person that constitutes sexual harassment. In the case of harassment, corrective action cannot be taken unless the proper people have been informed. Contact the Director of Volunteer Services if you have any concerns regarding sexual harassment.

## COMPETENCY ASSESSMENT

Volunteers may be asked by Volunteer Services colleagues, Administration, Management, Safety and Disaster personnel and surveyors to determine the volunteer's competency, which may include:

- Affective skills: A person's decision-making ability.
- Performance: The way in which an individual carries out or accomplishes tasks.
- Cognitive skills: A person's ability to act based on knowledge.

## COMPLAINTS

If a patient or visitor complains about anything, don't argue or offer excuses; simply say, "I'm sorry you had difficulty. I will report your problem to the proper person." Then do so. Comments regarding direct patient care should be directed to the nurse or nurse manager/supervisor. If the comment needs to be immediately heard by someone in authority, contact the Administrative House Supervisor of the hospital.

A patient survey is mailed shortly after discharge from the hospital. This is the appropriate vehicle for patients to comment on all aspects of their stay. Encourage patients to return the completed survey. It is a valuable resource for our hospital to understand the satisfaction level of our customers.

Should a visitor make a comment, you may encourage the visitor to write any concerns and mail it or speak directly with the Administrator of the hospital.

If you as a volunteer have a complaint or problem, report it immediately to the Director of Volunteer Services (DVS). Your DVS has an "open-door policy." You can reach the Director by calling 715-717-4074 or stopping by the office. However, it may be necessary to arrange an appointment if scheduling conflicts occur. Your Director of Volunteer Services is very interested in what you have to say.

Be a team player. Complaints are sometimes used as subjects for gossip. Be professional. Direct any concerns to the Director of Volunteer Services.

***THERE IS NO NEED TO DECIDE IF A PERSON IS A CUSTOMER  
OR NOT – EVERYONE IS A CUSTOMER.***

**CUSTOMER SERVICE**

Every Sacred Heart colleague and volunteer has the potential to create either a positive and favorable attitude toward our organization or a negative attitude toward it. That is why it's important that you, as a volunteer, project a caring, pleasant and helpful approach toward our patients, their families, other visitors and our other clients.

To most people, a hospital is a fearful place to go. For someone who is ill or for a family member who is worried about a loved one, the hospital is also a place that can be confusing and difficult to get around. How we act toward those to whom we provide service is, therefore, very important. You can make a visit to or a stay in the hospital as comfortable and enjoyable as possible by your positive manner.

As you maintain a friendly and helpful approach, you not only put people at ease but you help to build favorable opinions of the hospital. Often reminded to “Do unto others...” if you always treat others as you would like to be treated, you will have taken a giant step toward creating a positive public image. When you do your best to make patients, their family members, visitors and our other clients feel welcome and important, you have done the best public relations job possible.

**There are five steps to good public relations:**

1. Get their names right – and introduce yourself.
2. Smile warmly.
3. Show genuine interest in helping and meeting their needs.
4. Anticipate their needs whenever possible.
5. Give clear, complete answers to their questions whenever possible.

Think of yourself as more than just a helper, but an ambassador of good will.

## GUEST RELATIONS

These are some of the ways volunteers can show care to patients, families and one another:

### *Greetings*

- Stop what you are doing to make eye contact and say “hello.”
- Introduce yourself first.
- Use people’s preferred names.
- When on the telephone, use a friendly greeting and smile.
- Shake hands when appropriate.

### *Listen with Empathy*

- Let others talk and show sincere interest.
- Listen eagerly and with an open mind.
- Be receptive to comments, suggestions, questions and complaints.
- Ask good questions to learn more about the situation.

### *Responsiveness*

- Take the initiative and offer to help – whether asked or not.
- Respond quickly; speed of service is the key to satisfaction.
- Explain in the listener’s words.
- Commit – without promising more than you can deliver.
- Follow up to ensure satisfaction.

### *Respect*

- Preserve the dignity and privacy of others.
- Assure the person of confidentiality.
- Use everyday courtesies: “please,” “thank you” and “excuse me.”
- Treat people as individuals – as you would like to be treated.

### *Pride*

- Show your professionalism.
- Dress with pride.
- Remember positive actions are met with positive responses.
- Make only complimentary comments about others.

### *Thank you*

- Use praise more than criticism.
- Share positive comments from others.
- Thank someone for what they have done.
- Say thanks for responding quickly, helping out or for visiting the hospital.

**ENVIRONMENT OF CARE  
QUICK REFERENCE**

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**To report any emergency, dial 4444**  
(Inform Switchboard operator who you are, where you are at and what is occurring.)

**SECURITY ALERTS**

<b>CODE BLUE</b>	Cardiac arrest (medical team to respond)
<b>CODE BLUE JAY</b>	Pediatric Cardiac Arrest (medical team to respond)
<b>CODE C</b>	Indicates an emergency Cesarean Section in Maternity (designated Hospital colleagues will respond)
<b>CODE CV PROTOCOL</b>	Indicates an arrest post cardiac surgery
<b>CODE PINK</b>	Indicates a possible missing infant, child or adult event has occurred (refer to Department SAFETY/EMERGENCY MANUAL for specific instructions)
<b>CODE RED</b>	Fire situation - clear halls, close doors, do not use elevator
<b>COLLEAGUE ASSIST</b>	Colleague Assist (hospital colleagues to respond)
<b>INCIDENT COMMAND ACTIVATION</b>	<b>Trauma-Radiation-Security-Bomb Threat-Facilities</b> Dept. director, charge person or designees attend briefing in Hospital Command Center (Community Auditorium) to receive instructions as needed <ul style="list-style-type: none"><li>• Internal/External Disaster (hospital colleagues to respond)</li><li>• Radiation Emergency (professional colleagues to respond)</li><li>• Bomb Threat (don't hang up phone, obtain as much information as possible; signal colleague to Call 4444)</li></ul>
<b>LEVEL I or II TRAUMA</b>	Incoming trauma patient (professional colleagues to respond)
<b>STROKE PROTOCOL</b>	Stroke protocol (professional colleagues to respond)
<b>SECURITY ALERT ACTIVE SHOOTER</b>	Indicates a need for Security and/or Police (Security to respond)
<b>SEVERE WEATHER</b>	Weather Watch or Weather Warning <ul style="list-style-type: none"><li>• Weather Watch – possibility bad weather</li><li>• Weather Warning – time to take shelter</li></ul>

## **ENVIRONMENT OF CARE QUICK REFERENCE**

### **M.S.D.S. (Material Safety Data Sheet)**

Details a single chemical product, its hazards and controls. Refer to the SAFETY MANUAL on the Intranet for specific instructions. MSDS are obtained through a fax-on-demand service at 9-1-800-451-8346.

### **General Security Need:**

Notify Switchboard Operator by dialing "0". They will dispatch Security to your location.

### **Clean-Up Issues – Spills, Trash, etc:**

Notify the Environmental Services Department Hotline at ext. 5158.

### **Any Defective or Failed Equipment:**

Notify supervisor/manager or Plant Services/Maintenance at ext. 4329.

### **Utility Failures:**

Notify Plant Services/Maintenance at ext. 4329.

### **Important Phone Numbers:**

Volunteer Director.....ext. 4074  
Security Officer.....ext. 4375  
Health Nurse.....ext. 4418  
Plant Services/Maintenance.....ext. 6100  
Information Systems.....ext. 5500

Central PBX (Switchboard).....Dial "0" for Operator

### **Security Is For Everyone**

Any Emergency Situation Should Be Reported by Dialing 4444.

### **Standard Precautions**

- Do Not Enter Isolation Rooms Without Proper Protection.
- Do Not Handle Body Fluids Without Proper Protection.
- Wash Hands Frequently (follow hand washing guidelines).

# FIRE AND EVACUATION PLAN

(CODE RED)

**Definition:** At HSHS Sacred Heart Hospital a fire is considered to be:

- *FLAME*
- *SMOKE*
- *SMOKE SMELL*

## **In Case of fire/smoke:**

### **R.A.C.E.**

- R** Remove Anyone in danger
- A** Activate Alarm, Dial 4444
- C** Close all Windows/doors
- E** Extinguish or Evacuate

### **To use fire extinguisher:**

### **P.A.S.S.**

- P** Pull pin from extinguisher
- A** Aim at base of fire
- S** Squeeze handle
- S** Sweep in short bursts

## **I. General Instructions**

- A. All fire alarms are to be honored and fire safety procedures are to be initiated when an alarm is sounded.
- B. All normal work activities should cease and only emergency duties should be performed until the “ALL CLEAR” is sounded.
- C. Security colleagues will be in charge at the scene of the fire until the Fire Department arrives.
- D. An announcement of “CODE RED” and the location of the fire will be announced over the public address system.
- E. All colleagues (staff and volunteers) are to stay where they are when the announcement is made unless they are designed responders.

## **II. Area Instructions**

- A. Remove any one in immediate danger.

- B. Activate the fire alarm.
  - 1. Activate fire alarm pull station.
  - 2. Call the Operator on extension 4444.
  - 3. Notify others in the area of “Code Red.”
- C. Close room or corridor door to confine fire.
- D. Extinguish the fire with fire extinguishers or evacuate to the next smoke compartment.

Following initial response (R.A.C.E.):

- Close all doors and windows.
- Turn on all corridor lights.
- Clear corridors of any obstacles.
- Do not allow use of elevators or stairs except by authorized personnel or unless directed to do so by the person in charge.

**If you are not in your own department, remain where you are and assist colleagues in that location until the “ALL CLEAR” is given. All physicians, students, volunteers and other independent licensed personnel will remain and assist colleagues until the “ALL CLEAR” is given.**

### **III. Special Instructions & Evacuation Plans**

- A. Refer to the SAFETY MANUAL on the Intranet for specific instructions
- B. Follow directions of colleagues.

## HAZARDOUS MATERIALS SAFETY BASICS

Chemical products and medical gases are a necessary component of healthcare. When handled incorrectly they can burn, explode, and cause tissue damage or lead to acute and chronic health hazards. Injuries can occur through **inhalation, absorption, splashes and ingestion**.

### **Material Safety Data Sheets (M.S.D.S.) provide:**

1. Detailed information on Hazardous Materials provided by manufacturer:
  - a) Chemical identification.
  - b) Hazardous ingredients.
  - c) Fire, explosive and reactivity data.
  - d) Health hazards.
  - e) Special precautions for handling.
  - f) Any required personal protective equipment, such as gloves and eye protection.

### **Chemical product labels provide:**

2. Chemical identity.
3. Signal words, such as “Caution,” “Danger” or “Poison.”
4. Information on hazards, such as flammable, corrosive or irritant.
5. Requirements for handling and storage.

\*\*\* Substances transferred from original container to secondary container must be labeled with product name, any health and required Personal Protective Equipment.

\*\*\* Refer to the SAFETY MANUAL on the Intranet for specific instructions. MSDS are obtained through a fax-on-demand service at 9-1-800-451-8346.

### **YOU HAVE A RESPONSIBILITY TO:**

1. Know the hazards of any product you work with.
2. Read all container labels.
3. Use any required Personal Protective Equipment.
4. Handle, store and dispose of Hazardous Material safely.
5. Notify immediate supervisor, security and environmental services of any spill or release.
6. Report any hazardous material exposure to your supervisor and on the colleague injury-exposure report (e.g., a mishap in the ER with rubber gloves).

***“THERE IS NO SUCH THING AS SAFE CHEMICALS – ONLY SAFE WAYS TO USE THEM”***

## WEATHER GUIDELINES

<b>Severe Weather Watch</b>	Conditions are favorable for severe weather. This is for information only.
<b>Severe Weather Warning And Tornado Watch</b>	Close windows and drapes. Listen for further updates. Prepare to evacuate your area if weather conditions become worse. Switchboard operator will announce when it has expired.
<b>Tornado Warning</b>	Evacuate to the basement. Follow directions given by the supervisor in charge of the department. Do not use the elevators. Remain in this safe area until the “all clear” has been announced.

### EMERGENCY PLAN: DEPARTMENT DUTIES DURING A TORNADO WATCH AND WARNING

#### PROCEDURE

#### VOLUNTEER SERVICES

##### **PURPOSE:**

To provide fast, efficient assistance in the event of a tornado watch or warning.

##### **PROCEDURE STATEMENT:**

This procedure outlines the specific duties for the Volunteer Services colleagues and volunteers during a tornado watch or warning. For further information, refer to SHEC Emergency Management under Severe Weather Policy found on the hospital intranet.

##### **PROCEDURE:**

- I. **TORNADO WATCH** – Upon notification of a “Tornado Watch” over public address system, the following procedures will be followed:
  - A. Close windows and draw the drapes/blinds.
  - B. Prepare to evacuate if a warning is announced.
  - C. The Switchboard Operator will announce the “All Clear” when the watch has expired.

II. **TORNADO WARNING** – upon hearing the “Tornado Warning” announced over the public address system, the following action will be taken:

A. Volunteer Services:

1. Evacuate to the Lower Level via the stairwell across the hallway.
2. The last person out will lock the office doors.

B. Gift Shop Volunteer:

1. Direct Gift Shop patrons to the Lower Level via the center stairwell.
2. Evacuate to the Lower Level via the center stairwell. Close and lock the Gift Shop door.

**Volunteer Services Emergency Plan:**

**Department Duties during a Tornado Watch and Warning**

A. Family Waiting Center Volunteer:

1. Direct visitors in the lounge to the Lower Level via the east stairwell. Evacuate to the Lower Level via the east stairwell, closing the door behind you.

B. Information Desk – Main Lobby:

1. Admitting/Registration colleagues will report to the Main Lobby and relieve the Volunteers on duty.
2. The Volunteers will then evacuate to the Lower Level via the center stairwell.

C. Gift Shop Storeroom:

1. Remain in the storeroom. Open the door so you can hear the “All Clear” announced.

D. Volunteers in Other Areas:

1. Do as directed by the Supervisor in charge of the Department.

E. Colleagues and Volunteers are to remain in a safe area until the “All Clear” is announced over the public address system.

## **INFECTION CONTROL**

Infection control is everybody's business! Infection control is a team effort. As a member of HSHS Sacred Heart Hospital's team, you are responsible for helping to provide a safe environment for our patients, visitors, colleagues, other volunteers and yourself by reducing the incidence of *nosocomial infections*. Nosocomial infections are those acquired in the hospital. National studies indicate 5-8% of all patients admitted to hospitals will develop nosocomial infections; and these infections will in turn add greatly to the length of a hospital stay and to the expenses incurred by the patient.

An infection control program is vital in today's hospital or any healthcare facility where sick and well persons are gathered together. The sick are physiologically susceptible to any infections and the well can inadvertently spread infection. Every effort must be made to prevent infection, to quickly detect an outbreak of infection should it occur and to contain infection rapidly once it has been discovered.

Infection control measures are required both by law and professional standards. Laws and regulations administered by local and state boards of health require care facilities to maintain certain standards in order to keep a license to operate. The Joint Commission requires implementation, maintenance, and documentation of certain standards before the commission's approval is granted to a hospital. Accreditation is professionally accepted as a mark of excellence in the healthcare field.

### **The Risk of Infection**

As a volunteer in today's world, it may seem all you hear about are communicable diseases and increasing risks to your health. Although you shouldn't be overly alarmed, you need to be aware of those risks and the simple ways you can avoid them – to protect yourself as well as those around you.

Healthcare colleagues are at risk for exposure to infectious diseases such as:

- Tuberculosis (TB) a bacterial infection that affects the lungs but can also be present in other parts of the body.
- Hepatitis B (HbV) a virus that can cause severe liver damage and death.
- Human Immunodeficiency virus (HIV) the virus that causes AIDS.

Once you are aware of the risks around you, you need to know the steps for preventing exposure to those risks. No matter what you come in contact with, two of the best defenses are hand washing and the use of personal protective equipment (PPE) or specialized clothing and equipment worn for protection against a hazard.

## **INFECTION CONTROL (continued)**

### **Wash Your Hands Often**

Removing germs through hand washing is vital protection against many types of infection. Always wash your hands before and after any patient contact/interaction or anything the patient may have touched. Wearing gloves is not a replacement for washing your hands. It is the oldest and most consistent defense against the spread of disease and infection.

Wash your hands when you arrive here, before you enter a patient's room, before you leave a patient's room, before you eat, when using the restrooms and before you leave the hospital.

### **HOW TO WASH YOUR HANDS - THE BEST PROTECTION**

You may not think you need a lesson on something as simple as hand washing, but proper hand washing is the one most important thing we do to prevent the spread of disease. There are germs all around us, but most are very quickly destroyed with the use of soap, water, friction and 15-20 seconds of your time.

### **When to Wash Your Hands**

- Before and after your volunteer shift.
- Before eating, drinking or handling food.
- After using the toilet, nose blowing, coughing or sneezing.

### **How to Wash Your Hands**

- Wet your hands then pump on the soap.
- Briskly rub to work up a lather going between your fingers and the backs of your hands. Do this for 10-15 seconds.
- Rinse well under running water.
- Use paper towels to shut off water and to dry hands.

### **Remember**

- Hand washing is the best means of protecting your own health.
- Quickly passing hands under water is not washing your hands; it just gives you a false sense of protection.

### **When to Wear Gloves**

- During the course of your service as a volunteer, if you need to touch blood or body fluids for some reason, exam gloves are available in all patient rooms.

- Wash your hands after removing gloves. (Gloves don't provide 100% protection.)

## **BODY MECHANICS**

Volunteers do not usually become involved in lifting heavy items. Environmental Services (Housekeeping) should be called to do any heavy lifting or nursing should be called to assist patients/visitors. However, keep the following information in mind:

- Most back injuries result from improper lifting. According to the principles of biomechanics, the worst lifting situation occurs when the body is extended over the load. Also, twisting invites injury. Keep your back upright to shift weight on the powerful leg muscles and reduce the lever effect.
- Get a firm footing. Keep feet apart and toes pointed out.
- **BEND YOUR KNEES.** Don't bend at the waist.
- Tighten your stomach muscles. Abdominal muscles support your spine when you lift, offsetting the force of the load. Train muscle groups to work together.
- Keep the load close. Don't hold it away from your body.
- Lift with your legs.
- Keep your back upright and avoid twisting.

## STANDARD PRECAUTIONS

Whether or not you work directly with patients you need to protect yourself from exposure to blood-borne pathogens (disease-causing germs carried by blood or certain body fluid). Knowing how these infections are spread will help you prevent them.

**STANDARD PRECAUTIONS** have been developed to minimize the risk of disease transmission for all healthcare colleagues whose activities may bring them into contact with potentially infected blood and body fluids as recommended by the Centers for Disease Control (CDC) and the Occupational Safety and Health Administration (OSHA).

Everyone who has the possibility of exposure to blood and body substances, must understand the hazards and ways to avoid exposure. Since medical history, examination and laboratory tests cannot always readily identify all patients infected with pathogenic microorganisms, **STANDARD PRECAUTIONS** should be practiced by all healthcare colleagues/volunteers in all circumstances with patients.

### Definitions

*Standard Precautions (formerly known as Universal Precautions):* The routine and consistent use of appropriate barrier protection to prevent skin and mucous membrane transmission of microorganisms resulting from contact with blood and body substances, and as part of the practice of general hygiene.

*Blood and Body Substances:* *These include all body fluids, tissues and substances that may potentially harbor contagious microorganisms.* Blood and body substances include but are not limited to:

Amniotic Fluid	Pleural Fluid
Blood	Saliva
Body Tissues	Semen
Breast Milk	Sputum
Cerebrospinal Fluid	Synovial Fluid
Feces	Urine
Nasal Secretions	Vaginal Secretions
Non-intact Skin	Vomit
Pericardial Fluid	Wound Drainage
Peritoneal Fluid	

**Note:** Blood and body substances do not include tears or perspiration unless they contain visible evidence of blood.

***The most important practice is to treat ALL blood and body fluid as if it were infectious.***

**IF IT'S WET AND NOT YOURS, DON'T TOUCH IT  
AND DON'T LET IT TOUCH YOU.**

**Exposure Control**

Since you may not always know whose blood is carrying infectious germs, treat all blood/body fluids as potentially infectious. Appropriate personal protective equipment will be worn as needed: mask, eye protection, gloves, gowns, etc., when there is a likelihood of coming in contact with wet body substances. If a volunteer has a question as to what is the appropriate protective equipment needed, they are to always ask the patient care colleague in charge.

All volunteers should:

- Wear gloves when it is likely hands will be in contact with wet body substance (blood, urine, feces, wound drainage, oral secretions, sputum, vomitus). Change gloves and wash hands between each patient contact.
- Wear a personal protective gown when it is likely clothing will be soiled with body substance.
- Wear masks and/or eye protection if there is a chance that body substances might be splashed or inhaled into the mouth, nose or eyes.
- Wash hands for 15-20 seconds after patient contact, paying particular attention to the area around fingernails and between fingers.

**BE AWARE VOLUNTEERS SHOULD NEVER  
TOUCH NEEDLES OR SHARPS!!**

Be aware of posted signs outside patient rooms and check with a nurse before entering. The nurse is responsible for evaluating the need of the person entering the room to wear a mask.

Throughout the working day, pay attention to your activities and your environment. **DO NOT** eat, drink, apply cosmetics or handle contact lenses in patient care areas or any other areas of possible contamination.