

Volunteer Services General Orientation



Training Topics



- Volunteer Basics
- Patient Privacy Review
- Customer Service & Interacting with Patients
- Joint Commission Review
- Safety
 - COVID-19 information
- Quizzes

Volunteer Basics

Commitment Review

Volunteering is a serious commitment. You must commit to one shift each week and a total of at least 50 hours. Our patients and staff are depending on you! If you are not confident at this time that you can fulfill this commitment, you can apply at an alternate time.

Benefits of Volunteering

- Free parking during your volunteer shift
- Meal coupon for \$5 with each 4-hour shift – *Wolfgang Puck, Einstein Bagels or Cafeteria (3x per week maximum)*
- Discounts in cafeteria, gift shop, and pharmacy (over the counter medications)
- Free flu vaccine
- Career exploration
- Fulfill educational and service requirements
- Recognition
- Opportunity to make new friends, socialize, and stay active while helping others!

Signing In

- Sign in when you arrive
- Sign out when you leave
- If you forget, please contact the Volunteer Services Department
- Sign in Kiosks are located:
 - Outside of the main VSD office
 - Near the Rainbow Babies & Children's first floor reception desk
 - In the Volunteer Work Room in the Lower Level of the SCC
 - If volunteering at the Rainbow Center for Women and Children, the kiosk is located in the lobby.



Uniform & Dress Code

Uniform and Dress Code

- Volunteer Vest or T-shirt
- Sweaters, hoodies and jackets may **not** be worn over your uniform while on duty
- Tops must cover your shoulders and stomach and may not be low-cut
- Business casual pants (no athletic wear, jeans or leggings)
- Clean comfortable closed-toed shoes must be worn. Tennis shoes are allowed but must be tied.

Uniform and Dress Code Continued

- Hats are not permitted.
- Do not wear excessive or dangling jewelry. Tongue or in-face piercings are not allowed.
- Do not wear perfume or cologne as patients may be sensitive to smells.
- Long hair should be kept out of your face and out of the way of patient care.
- Acrylic nails are not allowed in patient care assignment areas.
- Gum chewing is not permitted.
- Wear your volunteer uniform and ID badge during your entire volunteer time in the hospital. ID badge must be worn above your waist.
- Cell Phone: silenced, on vibrate, cell phones may be used in waiting areas except where signage is posted prohibiting the use of these devices.

Patient Privacy

Confidentiality

As a volunteer, you are governed by the same code of ethics that applies to physicians, nurses and all other hospital employees. Patients expect the hospital to keep all information confidential, including their charts, medical information, and the fact they are in the hospital. This understanding between the patient and the hospital, regarding confidentiality of information, is an implied contractual arrangement and is **legally enforceable.**

What is HIPAA?

- HIPAA stands for the Health Insurance Portability and Accountability Act of 1996
- HIPAA requires that you take action to make sure that patient's medical information is kept confidential

What is Protected Health Information (PHI)?

- HIPAA creates and defines the term Protected Health Information as individually identifiable health information that is transmitted or maintained in any form or medium. Health information becomes "protected" when it is combined with any piece of information that could identify who the patient is.
- Examples of identifiers include: Patient's name, address, phone number; name of physician treating the patient; patient medical record number, social security number, date of birth; and discharge date.
- The majority of information we work with in healthcare is classified as "**protected**" information.
- HIPAA also says that patients have some rights to review the PHI we have collected on them and to control the way we share some of their PHI
- Minimum necessary is the term used by HIPAA to describe the level of information sharing that is appropriate when PHI is being communicated to others. Avoid giving out more information than really needs to be given - no more, no less. Volunteers should only be given access to information needed to do their work.

REMINDERS:

- Leave patient information where it belongs: at the hospital
- Access information only on a "need to know" basis
- Do not leave written information unguarded
- To say anything about a patient is to say too much

Actions to Protect Patient Privacy

UH staff and volunteers must take reasonable steps to maintain the confidentiality of PHI.

These steps include:

- Keeping documents and charts with patient information out of sight
- Avoiding discussing patient information in public areas
- Keeping computer screens turned away from open view
- If someone asks for patient information, make sure he/she has the right to receive this information
- When you give out patient information, give only the information needed, not extra information
- When discussing a patient, lower your voice
 - Patient care should be discussed in private, not public, areas
- When using the phone, fax, or email to share PHI, make sure it is going to the correct person.
- Always follow proper procedures for logging in and out of computers. Never share your password with anyone.
- Sometimes staff or volunteers are also patients at UH. Protect their privacy just as you would any other patient.
- It is never appropriate to share PHI about patients with family, neighbors, friends, or clergy unless the patient has specifically given written permission to do so.

Final Thoughts on Privacy

It is natural to want to talk to others about what is happening with patients at the hospital and your volunteer experiences, but it is critical that privacy and confidentiality be upheld.

Talk about your volunteer experiences with others, however remember to discuss these experiences in general terms, never disclosing the PHI of patients to anyone.

Social Media: Do not share PHI or any other information online that would compromise patient privacy or confidentiality. Do not post photos taken inside of UH CMC on any social media. When communicating on social media sites or public internet sites that specifically mention UH CMC related issues, volunteers must disclose their connection with UH and avoid any maliciously false statements or untruths which may result in liability for UH. Whether social media sites are accessed via computer or mobile device, volunteers' online activities should not interfere with daily volunteer responsibilities. The best advice we can give – “When in doubt, leave it out.”

Cell Phone: Must be silenced and on vibrate. Cell phones may be used in waiting areas unless signage is posted prohibiting the use of these devices. Taking photos with cell phones is strictly prohibited.

Patient Rights and Responsibilities PR1

Each patient has rights and responsibilities.
For a comprehensive list please refer to pages
17-19 in the Volunteer Manual.



Customer Service & Interacting with Patients

Top 10 ways to provide customer service

Customer service in health care

As volunteers, part of our mission is to make those difficult times in the lives of our patients, families, visitors, staff and fellow volunteers more manageable.

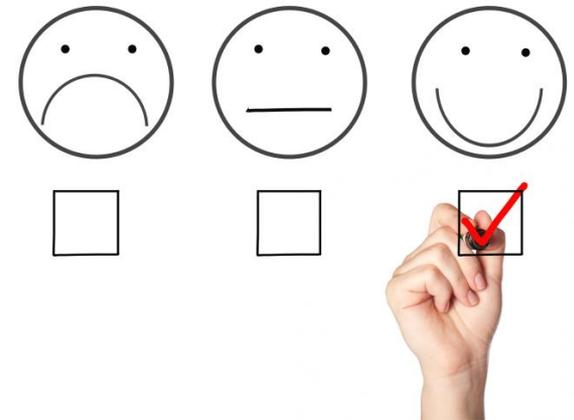
Definition of "customer"

A customer is someone who receives a product or service from us and our organization.

The customer may be a patient, family member, client, coworker, volunteer or other department or community member. Anyone who counts on the results of our work is our customer.

The top 10 ways to provide customer service while volunteering at UH

1. Warmly greet each and every guest encountered. Make full and friendly eye contact.
2. SMILE! Conduct yourself in a professional and courteous manner.
3. Ask the guest how he/she would like to be addressed.
4. Listen attentively and actively when the guest speaks.
5. Before rendering any service, explain what you propose to do and why.
6. Be kind and gentle.
7. Respect guest privacy. Preserve confidentiality at all times.
8. Be helpful. Escort guests when possible, rather than giving directions.
9. Practice teamwork.
10. Look the part.



Age-Specific Competencies

"Age-specific competencies" is the concept of understanding how to communicate with each patient in a way that is appropriate to his or her particular age, capabilities or disabilities, temporary impairments, emotions, stresses, culture, and individual station. While we do not communicate with everybody in the same way, everybody receives the same respectful treatment.

Therapeutic Relationships



Volunteers have the opportunity to interact with patients and their families in a very special way.

A key element in fulfilling your role is being able to relate to the patient, yet remain separate enough to distinguish between the patient's own feelings and needs and your own. Establishing and maintaining this balance is not always easy. If you have questions regarding the needs of a patient and/or family, please discuss it with your supervisor.

Boundary Ground Rules

Volunteers must not:

- Accept or ask for money, tips or gifts from patients
- Give gifts to patients and families
- Give patients and families their phone numbers or call patients when they are off duty
- Socialize with patients and families outside the hospital including social media
- Solicit medical staff for professional advice
- Visit areas or patients outside your scope of service
- Participate in any idle gossip with patients, staff or other volunteers
- Share their own personal information or health history under any circumstances
- Discuss religion or politics with patients, unless specifically part of the volunteer's service description
- Attempt to sell items to patients, hospital staff or a patient's family members
- Have friends or relatives (including children) visit or shadow them while on duty

Joint Commission

Joint Commission

The Joint Commission is a non-governmental, private agency hired by hospitals and healthcare facilities to conduct a survey, an inspection of sorts, of these organizations in order to grant accreditation. It sets forth standards related to Safety and Patient Care while supporting Performance Improvements.

The Joint Commission sets forth standards in a number of areas, which focus on processes, activities and outcomes related to both the patient and hospital. Surveys occur periodically and are unannounced.

The governmental agencies, Medicare and Medicaid, along with private insurance companies, require medical treatment be completed in "accredited" facilities to pay patient claims.

The Environment of Care (EOC) is the setting in which care is given to patients and their families and is made up of the above components. EOCs include buildings, equipment, and people.

Safety

Infection control

Hand washing is the single most effective method of preventing transmission of infections.

Before going home wash hands with soap and water. Do not use hand sanitizer.

You should wash your hands or use hand sanitizer

- *Before and after contact with patients*
- *After using the restroom*
- *After sneezing, coughing or blowing your nose*
- *When hands are dirty*
- *Before and after meals and breaks*

Universal Precautions

As a hospital volunteer, you will have no more risk of being exposed to an infectious disease than you would in your daily life. At University Hospitals, we consider ALL blood and body fluids as potentially infectious. This is called BSI: Body Substance Isolation. To follow Body Substance Isolation procedures, wear Personal Protective Equipment (PPE) such as gloves, gowns, and/or masks if contact is likely with any blood.

Do not enter isolation areas without using proper PPE.

Precautions

Contact

HAND HYGIENE to enter and exit the room



To ENTER this room everyone **MUST** wear:



Gloves

For PATIENT CONTACT everyone **MUST** wear:



+



Gloves

+

Gown

Check with nurse

Badge Safety Action Card

UH Safety Action Card

x55555
**Medical Emergency/
 Fire/Missing Child**

**Spills - All Types
 4-SPIL (x47745)**

**Compliance Hotline
 1-800-227-6934**

**UH PD
 H-E-L-P (x44357)**

**Workplace Safety
 Concerns
 B-SAFE (x27233)**

**Facilities Emergency Calls
 216-844-1863**

Safety Officer: x41437
 Corporate Health: x41602 (M-F 7:30a-4:00p)
 Patient Safety/Quality Hotline: 216-844-8000
 Computer Helpdesk: x43327
 Poison Control Helpline: 1-800-222-1222

Code BLUE: Medical Emergency
Code PINK: Newborn Medical Emergency
Code ADAM (+ Building): Infant/Child Abduction
Code GRAY: Severe Weather
Code VIOLET: Combative Person
Code BLACK: Bomb/Bomb Threat
Code Brown: Missing Adult Patient
Code SILVER: Person With Weapon/Hostage Situation
Code ORANGE: Hazardous Materials Event
Code YELLOW: Disaster
Code RED: Fire Event

— Close All Doors — Clear All Corridors —

Alarms & Extinguishers
 located at:

R - Rescue
 A - Activate/Alarm
 C - Confine/Close
 E - Extinguish/Evacuate/Exit

S - Stairwells
 E - Elevators
 E - Exits

P - Pull the Pin
 A - Aim at the base
 S - Squeeze the handles
 S - Sweep back & forth

Fire Safety

Code Red – Remember “RACE”

R – Rescue any people in the fire room by moving them out. Note: Volunteers are only to "assist" in the rescue phase. Close the door to the fire room to contain fire and smoke.

A – Activate the fire alarm by pulling the alarm pull station and call 5555 using a hospital phone. Tell the operator your name, the building, floor, room number and what kind of fire it is (smoke, flame).

C – Confine the smoke and fire by closing all the doors in the area.

E – Exit the area or extinguish the fire only if you have been trained and can do it without danger to yourself.

Wheelchair safety

- If the patient needs assistance to transfer into the chair, alert nursing staff. Volunteers **never** initiate transfers.
- Be sure that the patient's hands are in their lap and feet are on the footrests.
- Patient should be well covered. Blankets are available.
- Alert nursing any time a patient is being taken from their nursing unit and when they is returned.
- Always put the wheelchair's brakes on as soon as the destination has been reached.
- Use caution at corners and doorways.
- In the patient's room, apply the wheelchair brakes after you have positioned the patient's chair sufficiently close to the bed to allow the patient to reach the nurse call button and the telephone.
- If you cannot get the wheelchair over a doorsill try to slowly back over the bump.
- When getting a patient in and out of an elevator, always back the wheelchair in and out of an elevator.



Personal Safety

UH Police officers are on duty 24 hours per day, 7 days a week. Located in basement of Lakeside. Call HELP (4357) from a hospital “house” phone to be connected to the UH PD.

You can help by following these safety precautions:

1. Notify UH Police Department (UH PD) of suspicious activity you observe in your area or around the hospital.

Suspicious activity may include:

- *Persons loitering in or near a patient's room.*
- *Persons in uniform without proper identification.*

2. Don't leave any area unattended without first securing the area. Lock doors, desks and file cabinets. Make sure at least one person is responsible for locking the area at the end of the day. Secure personal and hospital property.

3. Do not leave personal belongings such as valuables, purses, backpacks, etc., in the open on the floor, desk or cabinets. Keep them out of sight and secured.

4. ALWAYS wear your identification badge above the waist so that you can easily be identified as a volunteer.

5. When walking to and from your vehicle, be aware of your surroundings. You may call 4357 if you would like a police escort to your car.

6. Reduce the amount of valuable items carried in your wallet or purse such as cash, credit cards, etc. Only carry what is necessary.

7. If you lose or misplace a hospital key or identification badge, notify VSD and UH PD immediately.

8. The University Circle Police Department and the Cleveland Police Department supplement the UH PD.

What events or conditions cause a LOCKDOWN?

A lockdown drill tests a facility's ability to protect its patients, visitors, staff and property during an event. It restricts unauthorized movement in certain areas and involves closing down a division, building(s) or the entire UH campus. Some areas within UH, such as the psychiatric units and newborn nursery, already operate in lockdown mode 24 hours a day, 7 days a week.

Examples of lockdown include:

- *Civil disturbances such as rioting or demonstrations*
- *VIPs with injury or here for treatment*
- *Terrorist threats or incidents involving nuclear, biological or chemical agents*
- *Domestic threat or violence towards patients or staff*

In the event of an internal or external emergency, the Police Department locks down the facility as the UH/HEICS procedure is activated. A lockdown prevents either an external threat from entering UH or further movement of a high risk event within UH.

Liability

Liability insurance coverage is provided through the University Hospitals Program of Self-Insurance for all volunteers working within the guidelines established by Volunteer Services. If a claim is made that a volunteer is responsible for injury to a patient, visitor, employee or other volunteers, the volunteer is covered under the hospital insurance program, provided that the volunteer was acting within the scope of his or her assigned duties in the hospital. All new volunteers are provided a service description which will outline their duties. Sound judgment must be exercised and reasonable care taken in the transportation and handling of patients.

If you sustain an injury or are involved in an accident while on duty, you must follow the steps outlined on the Volunteer Liability and Incident Reporting Procedure Form.

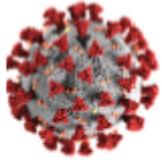
They are:

- 1. Report the incident/accident to your supervisor and the Volunteer Services Department*
- 2. Complete an incident report*
- 3. Go to Employee Health or Emergency Department as needed for treatment*

Never perform a task that is not included in your service description. It is possible that you could be held liable. If you are asked by a staff member to perform a task that is not included in your service description, it is expected that you inform the staff member that you may not assist.

COVID-19

Facts About COVID-19



Know about COVID-19

- Coronavirus (COVID-19) is an illness caused by a virus that can spread from person to person.
- The virus that causes COVID-19 is a new coronavirus that has spread throughout the world.
- COVID-19 symptoms can range from mild (or no symptoms) to severe illness.



Prevent the spread of COVID-19 if you are sick

- Stay home if you are sick, except to get medical care.
- Avoid public transportation, ride-sharing, or taxis.
- Separate yourself from other people and pets in your home.
- There is no specific treatment for COVID-19, but you can seek medical care to help relieve your symptoms.
- If you need medical attention, call ahead.



Know your risk for severe illness

- Everyone is at risk of getting COVID-19.
- Older adults and people of any age who have serious underlying medical conditions may be at higher risk for more severe illness.



Know how COVID-19 is spread

- You can become infected by coming into close contact (about 6 feet or two arm lengths) with a person who has COVID-19. COVID-19 is primarily spread from person to person.
- You can become infected from respiratory droplets when an infected person coughs, sneezes, or talks.
- You may also be able to get it by touching a surface or object that has the virus on it, and then by touching your mouth, nose, or eyes.



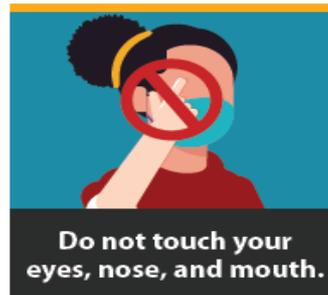
Protect yourself and others from COVID-19

- There is currently no vaccine to protect against COVID-19. The best way to protect yourself is to avoid being exposed to the virus that causes COVID-19.
- Stay home as much as possible and avoid close contact with others.
- Wear a cloth face covering that covers your nose and mouth in public settings.
- Clean and disinfect frequently touched surfaces.
- Wash your hands often with soap and water for at least 20 seconds, or use an alcohol-based hand sanitizer that contains at least 60% alcohol.

Facts About COVID-19

Stop the Spread of Germs

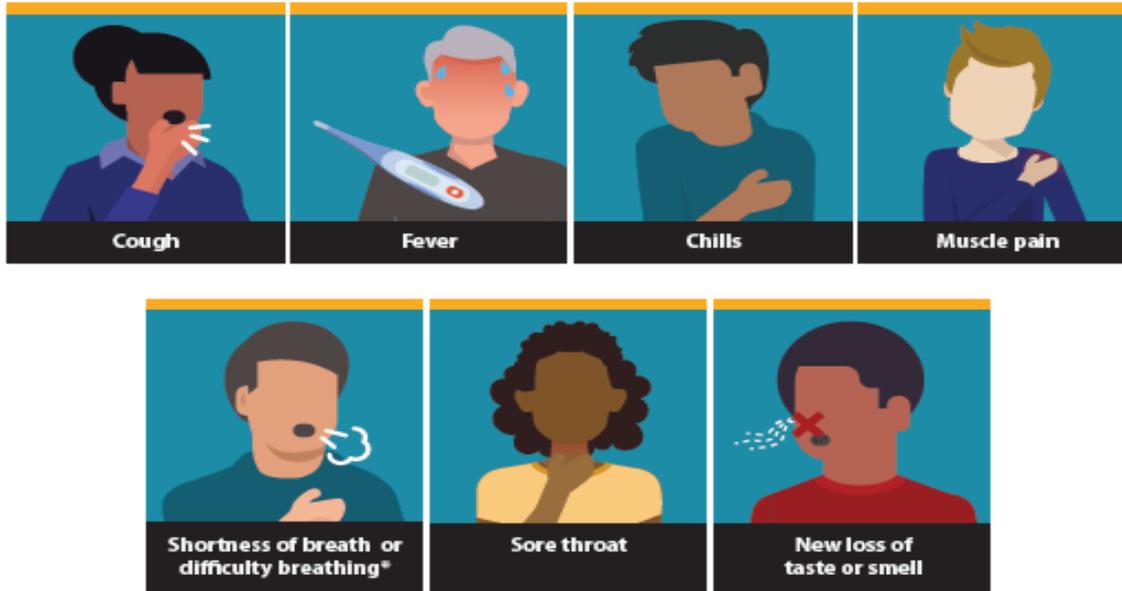
Help prevent the spread of respiratory diseases like COVID-19.



Symptoms of COVID-19

Symptoms of Coronavirus (COVID-19)

Know the symptoms of COVID-19, which can include the following:



Symptoms can range from mild to severe illness, and appear 2-14 days after you are exposed to the virus that causes COVID-19.

Symptoms of COVID-19

***Seek medical care immediately if someone has emergency warning signs of COVID-19.**

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion
- Inability to wake or stay awake
- Bluish lips or face

This list is not all possible symptoms. Please call your medical provider for any other symptoms that are severe or concerning to you.

What if I'm not feeling well?

If you are experiencing any of the listed symptoms of COVID-19, or any flu-like symptoms, it is critically important that you call off for your shift.

Call off by calling Volunteer Services at:

216-844-1504



Wearing a Mask

- UH policy mandates that ALL staff and volunteers are required to wear a mask while on hospital property.
- Masks are to be put on before exiting your vehicle, and worn during your entire shift (except while eating) until returning to their vehicle.
- If you do not have a mask, one will be provided for you.
- Your mask is part of your uniform so include it in your routine preparations to volunteer.



How to Safely Wear and Take Off a Cloth Face Covering

Accessible: <https://www.cdc.gov/coronavirus/2019-nCoV/prevent-getting-sick/diy-cloth-face-coverings.html>

WEAR YOUR FACE COVERING CORRECTLY

- Wash your hands before putting on your face covering
- Put it over your nose and mouth and secure it under your chin
- Try to fit it snugly against the sides of your face
- Make sure you can breathe easily
- Do not place a mask on a child younger than 2



USE THE FACE COVERING TO HELP PROTECT OTHERS

- Wear a face covering to help protect others in case you're infected but don't have symptoms
- Keep the covering on your face the entire time you're in public
- Don't put the covering around your neck or up on your forehead
- Don't touch the face covering, and, if you do, clean your hands



TAKE OFF YOUR CLOTH FACE COVERING CAREFULLY, WHEN YOU'RE HOME

- Untie the strings behind your head or stretch the ear loops
- Handle only by the ear loops or ties
- Fold outside corners together
- Place covering in the washing machine
- Wash your hands with soap and water



Cloth face coverings are not surgical masks or N-95 respirators, both of which should be saved for health care workers and other medical first responders.

For instructions on making a cloth face covering, see:

[cdc.gov/coronavirus](https://www.cdc.gov/coronavirus)

Arriving for Volunteer Shift

- Put on your mask before exiting the vehicle.
- You will be asked a few health questions, have your temperature scanned, and receive a sticker with the date. Please add this sticker to your ID badge for that shift.
- Be aware of others in the lobby and hallways. Always try to maintain 6 feet distance from others.



Signing In and Out

Step 1: Apply hand sanitizer BEFORE touching VIC screen

Step 2: Sign in on VIC screen

Step 3: Apply hand sanitizer AFTER touching VIC screen

Step 4: Follow same procedure when signing out.

**Always maintain 6 feet of distance from others
and keep your mask on.**

Reporting to Your Position

- Upon arrival to workstation, put on gloves and use a disinfectant wipe to sanitize your surroundings, including phone, computer, desk, pens, etc.
- Do not gather! Please remain at your workstation unless on an errand as part of position duties. Remind friends who come too close to please stand 6 feet away.



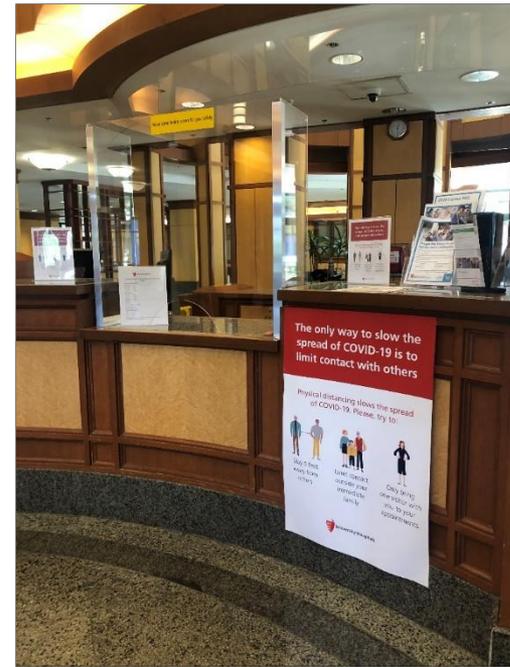
Entering/Exiting Volunteer Services

If others are already in the Volunteer Department or the SCC workroom, practice social distancing and wait in the hallway if necessary.



Public Spaces

We know socialization is a fun and rewarding part of volunteer service, however, at this time gathering in public areas is strictly prohibited.



Public Spaces

- Changes in the cafeteria and all areas discourage group gatherings. There is also an elimination of certain offerings like the self-serve salad bar and fountain drinks.
- Take note of the markings on the floors and elevators for social distancing.



Hand Hygiene

The single most important thing you can do to prevent the spread of COVID-19 is wash your hands.



Proper Handwashing

1. Wet hands with warm water, keep hands angled downward
2. Lather hands with soap
3. Scrub the front and back of hands, wrists, between fingers, under nails and rings and around cuticles.



Proper Handwashing

4. Wash for a minimum 20 seconds, longer if hands are visibly soiled.
It's the *friction* that removes the germs.
5. Keeping hands down, rinse them well with warm running water.
6. Dry well with paper towels.
7. Turn off faucet and open doors with paper towel.



Using Hand Sanitizer

- Alcohol-based hand sanitizer kills a wide variety of microorganisms, including COVID-19.
- Hand sanitizer is not a replacement for handwashing with soap and water if hands are visibly soiled.
- Hand sanitizer dispensers are available for your use throughout the hospital and should be used before and after each volunteer activity.
- Hands should be washed with soap and water before leaving the hospital.



Complete Quizzes

[Click here to complete orientation quiz](#)

[Click here to complete COVID-19 quiz](#)

