



To Heal, To Teach, To Discover

VOLUNTEER MANUAL

Table of Contents

| | |
|----|---|
| 2 | A Brief History of Seidman Cancer Center |
| 2 | Patient and Family Centered Care |
| 4 | HIPAA Policies |
| 4 | Infection Control |
| 10 | Tips on Interacting with Patients |
| 13 | Inpatient Care |
| 15 | About the Building (Building Layout) |
| 20 | Patient Care and Support Services |
| 22 | Public Services for Patients and Visitors |

A BRIEF HISTORY OF SEIDMAN CANCER CENTER

UH Seidman Cancer Center

The Jane and Lee Seidman Cancer Center, a freestanding cancer hospital, is the only one in Northeast Ohio and one of 12 in the nation. Jane and Lee Seidman's generous gift of \$42 million to University Hospitals in 2010 funded the construction of this unique and innovative facility.

Jane and Lee Seidman are lifelong philanthropists who have also been ardent supporters of UH and cancer care. "Jane and I have been fortunate with a successful business and that, coupled with the tradition of giving passed along to us by our parents, has provided us the inspiration to give back," says Mr. Seidman. "Cancer has impacted many of our loved ones and we are overjoyed to make this gift that may lead to finding cures for cancer." The Seidmans also established the Jane and Lee Seidman Chair in Pediatric Cancer Innovation, with a previous gift of \$1 million to Rainbow Babies and Children's Hospital. "We really wanted to make an impact in our community and support UH's outstanding cancer program," Mrs. Seidman shared about their gift to the hospital.

"Jane and Lee's inspirational gift to UH has created a lasting legacy in Northeast Ohio," said Stan Gerson, MD, former director of Seidman Cancer Center. "UH has had a renowned cancer program dating back to our hospital's earliest days and the Seidman Cancer Center will build upon that strong foundation to further establish our position as one of the premier cancer programs in the nation."

PATIENT AND FAMILY CENTERED CARE

Patient- and family-centered care is an approach to the planning, delivery, and evaluation of health care that is grounded in mutually beneficial partnerships among health care providers, patients and families. They acknowledge that emotional, social, and developmental support are integral components of health care. They promote the health and well-being of individuals and families and restore dignity and control to them.

What Is Cancer?

In a normally functioning human body, our cells grow, divide and eventually die off. However, cancerous cells are new ones that grow when they are not needed. Old cancerous cells do not die either. These extra cells form a mass of tissue called a growth or tumor, and can be called malignant tumors. Cancerous tumors often can be removed, but sometimes they grow back, spread to, and damage other tissues and organs (metastasis). Cancer is a difficult disease to treat and may be a threat to life. Common cancers include breast, prostate, lung, colon and skin cancers.

Different treatment techniques exist, based on the type of cancer and stage of the disease. The stage of the cancer is based on the size of the tumor and if the cancer has spread to the lymph nodes or other parts of the human body. Treatment techniques include:

- Surgery - Most often removes the tumor and some tissue around it.
- Chemotherapy - The use of drugs to kill cancer cells
- Radiation Therapy - The use of high-energy rays to kill cancer cells
- Hormone Therapy – Blocks or interferes with the body’s ability to create hormones to stop the growth of cancer that uses these hormones to grow in the human body
- Biological therapy – helps the body’s immune system fight the cancer
- Stem cell transplant – used for treatment of certain blood cancers such as leukemia

Patient floors and treatment areas in Seidman Cancer Center are generally organized by types of cancers treated, with the exceptions of the 7th floor (the Intensive Care Unit) and the first floor (the Outpatient Clinic).

Volunteering at Seidman Cancer Center – Why is it Important?

Volunteers fulfill a critical role in patient care at Seidman Cancer Center, taking extra steps to ensure that patients’ needs are being met. Volunteers’ positive energy, support, and attention to the needs of patients and staff make an important contribution to our overall patient care, and often provide outlets for patients, families and loved ones who need moral support during a challenging time in their lives. Volunteers help feed the emotional well-being of our patients and their loved ones while they are being treated at Seidman Cancer Center.

Roles for volunteers at Seidman Cancer Center vary greatly, from sitting with patients and evaluating their care, assisting medical staff with necessary tasks, performing live music for patients and visitors, giving emotional support for patients fighting cancer, to providing comfort items and activities, snacks, and beverages. Volunteers visit patients and families within the first 24-48 hours of admission to the Seidman Cancer Center. The visits provide a friendly welcome and the opportunity to share information one-on-one. This visit provides an opportunity to assist with additional personal or accommodation needs that are then shared with unit level nursing and management staff to improve the patient and family experience of care.

HIPAA: PRIVACY, CONFIDENTIALITY and SECURITY

Patients and families have the right to assume that confidential information about them will not be discussed among staff and volunteers. You have a legal and ethical duty to maintain their confidentiality. Complete information about HIPAA is found in the UH Orientation Manual.

Volunteers SHOULD ...

- Carefully dispose of confidential information and notes about patients in confidential shredding bins located on each unit at the end of your shift. Please ask a staff member to help you locate a bin.
- Be especially careful with all verbal communication including discussing information of a sensitive or confidential nature in the hallways or public areas.
- Report any errors or mistakes immediately.

Volunteers SHOULD NOT ...

- Leave paper information (ex. sign-in sheets, notes on patients, etc.) unattended where other people may view it. All sign-in clipboards should have a cover sheet over the sign-in sheet.
- Share confidential patient information with the patient's extended family or friends.
- Invade a patient's right to privacy by asking why they are in the hospital.
- Take photographs of patients and/or families on cameras or phones.
- Disclose confidential information about patients, their families, employees, donors, other volunteers or hospital business.

Failure to observe confidentiality policy may result in the volunteer's dismissal from the program and can have legal consequences.

INFECTION CONTROL: PROTECTING YOURSELF AND YOUR PATIENTS

Volunteers must follow UH's Hospital infection control policies and procedures. These policies and procedures are in place to protect patients, visitors, staff and volunteers from getting or spreading an infection while in the hospital.

Health Care Associated Infections

Everyone has some microorganisms (microbes) on their skin; that is very normal. When you are healthy and have no breaks in your skin, these microbes probably do not cause any problems. However, when a person is very sick, very young, has a surgical wound or a break in the skin, normal friendly microbes may cause problems. Microorganisms that frequently cause illness (ex. cold or flu viruses, strep, etc.) often spread from

person to person on the hands, which is why it is so important for everyone to wash their hands to prevent spread of the organisms to others or from others to yourself. In addition to hand hygiene limiting the spread of germs, please do not sit on a patient's bed, even if asked to do so. The bed is their personal space.

Hand Hygiene and Hand Washing

Hand Hygiene means either washing your hands with soap and water or using waterless alcohol-based hand sanitizer. Hand hygiene is the single most effective method to prevent the spread of infections. Please remind patients and visitors to wash their hands or use waterless hand sanitizer after leaving their room, before entering the Activity Center and as they are returning to their room.

Handwashing is a 20-30 second process:

1. Have a paper towel ready
2. Wet hands
3. Lather hands for 20 seconds washing between fingers as well as the fronts and backs of hands and wrists
4. Rinse hands and wrists (keep water faucet on)
5. Dry hands with a paper towel (patting hands dry rather than rubbing will help reduce drying and chapping)
6. Use paper towel to turn off the water faucet (this is because the handles were contaminated when you turned them on; if you touch the dirty handles with your clean hands, you will contaminate your clean hands)

Waterless alcohol-based hand sanitizer is available throughout the hospital and is an acceptable alternative to handwashing unless it is posted otherwise or your hands are visibly dirty. When using hand sanitizer, make sure all surfaces of your hands are coated and continue to rub until sanitizer is absorbed.

Volunteers are Required to Wash Their Hands:

- When arriving at and before leaving the hospital
- When entering and exiting a patient room and the Activity Center ... Remember to "Go In Clean ... Go Out Clean"
- Before putting on gloves and after taking gloves off
- Before and after touching a patient or his/her belongings
- After handling potentially contaminated items
- Before and after cleaning/disinfecting toys and equipment
- After coughing, sneezing, blowing your nose or using the restroom
- Before and after meals and breaks
- When hands are dirty

Standard 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. We consider ALL blood and body fluids as potentially infectious. This is called Standard Precautions. To follow Standard Precautions, wear Personal Protective Equipment (PPE) such as gloves, gowns, and/or masks when contact is likely with any body fluids or blood (ex. wear gloves if you are helping a child wipe their nose with a tissue; wear gloves if you are wiping up a spill; wear a gown if you are holding an infant or young child, etc.) or when you are with a patient in a Transmission-Based Isolation room. It may be helpful to think, "What do I need to wear to protect myself (ex. my clothes, my hands, my mouth) right now?"

Transmission-Based Precautions

When a patient is known or suspected of having a virus or communicable disease, a Transmission-Based Precautions sign will be posted outside a patient's door. You may hear the staff referring to the patient as "being in isolation" or "on precautions". Additionally, all patients with respiratory symptoms (ex. runny nose, coughing, sneezing) will be on precautions, regardless of the reason they are admitted. Review the color-coded precautions outside the patient's door sign before entering their room. For the most part, volunteers at Seidman should not enter patient rooms with Transmission-Based Precaution signs on them. There's really no reason to do so, unless the volunteer's visit is cleared by medical staff beforehand. In this case, volunteers should wear full PPE (Personal Protective Equipment), including masks, gloves, face shields, etc. Additional information regarding proper wearing and use of PPE should be obtained from medical staff before performing a room visit in this circumstance.

Exposures

Your exposure to blood and body fluids is very unlikely. If you have an exposure (ex. splash of body fluids, bitten by a patient, get blood on your skin, or other type of exposure), first wash the area thoroughly with soap and water (or flush with water if in the eyes or mouth). Any mucous membrane (ex. eyes, nose, mouth, open sore) exposed to blood or body fluid should be washed for at least 15 mins. After washing, immediately notify the nurse, supervisor and the Seidman volunteer coordinator. You will need to go to Employee Health or the Emergency Department if the occurrence is during the weekend or evening. An incident report will also need to be filed which your supervisor or nurse can help complete.

If you get body fluids or blood on your clothes while volunteering, please contact your supervisor and/or the charge nurse. We will give you something clean to wear home.

Products Used and Cleaning Methods

Approved hospital cleaning products to clean and disinfect comfort items and other items handled by patients and staff include Super Sani-Cloth (we refer to these as “Purple-Top Wipes”) and PDI Sani-Cloth Bleach (we refer to these as “Orange-Top Wipes”). The Orange-Top Wipes contain bleach and will bleach fabric that it contacts.

The purple-top wipes are typically used to wipe down and sanitize items, since they do not contain bleach.

All items to be handled by staff and patients (comfort items, mugs, food wrappers, or any other touch surface) are to be wiped down with the purple top wipes in advance of entering a patient floor or area. Volunteers may use the large work table in the volunteer workroom in Seidman to spread out their comfort items in advance of sanitizing. In this case, the table should be wiped down with purple top wipes before using. All items must be allowed to dry for three minutes before handling. Volunteers should wear latex gloves when sanitizing items. In addition, the Activity and Hospitality carts themselves must be sanitized before using on a patient floor. The carts must be completely wiped down with purple top wipes before using. Purple top wipes and latex gloves are located in Seidman’s volunteer workroom.



Contact Precautions Signage and Meaning – Used on Patient Room Entrances

(On back of sign)



CONTACT – MOST COMMONLY USED FOR:

MRSA
Highly Resistant Organism (HRO)
Diarrhea
Bedbugs
Significant skin infections/draining wounds
Lice, untreated
Scabies
Necrotizing fasciitis

Refer to IC 3 isolation policy for a complete list of diseases/conditions

(On back of sign)



CONTACT PLUS – MOST COMMONLY USED FOR:

**Confirmed: C. difficile, Norovirus*,
Cryptosporidiosis**

***Contact Plus and Droplet Precautions for
Norovirus**

(On back of sign)



Most commonly used for:

C-difficile
Norovirus
Cryptosporidiosis

(On back of sign)



DROPLET – MOST COMMONLY USED FOR:

- Confirmed or R/O Bacterial Meningitis
- Influenza
- Meningococcal disease
- Pertussis
- Parovirus – B 19 (Fifth disease)
- Norovirus (Droplet and Contact Plus Precautions)

Refer to IC 3 isolation policy for a complete list of diseases/conditions

(On back of sign)



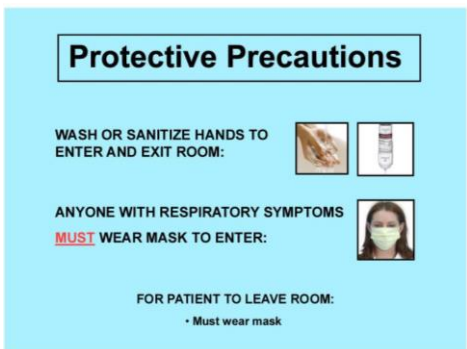
Airborne Precautions

- R/O or Confirmed:**
- Chicken Pox/Varicella
 - Measles
 - Novel Respiratory Viruses (SARS, Avian Flu, MERS)
 - Shingles (zoster), disseminated
 - Shingles (zoster), localized, in immunocompromised patient
 - Tuberculosis

SPECIAL CONSIDERATIONS:

DOOR MUST BE KEPT CLOSED!
Call Safety/Facilities Department to test room for negative pressure

(On back of sign)



PROTECTIVE PRECAUTIONS MOST COMMONLY USED FOR:

- Absolute Neutrophil Count < 500



(On back of sign)

MOST COMMONLY USED FOR:

Localized Varicella Zoster (Shingles) in an immunocompetent patient

TIPS ON INTERACTING WITH PATIENTS

- Bedside handoff and introductions
 - Introductions are the first opportunity to create a connection
 - Introduce yourself whenever you enter a patient room
 - Patient door may be closed, if so knock gently and enter. Patients may be asleep.
- Body Language is important
 - Face the patient and look at them and their family when speaking
 - Call them by their names (it helps them feel like you are more in touch with them) if you have this information
 - Speak with them at eye level if possible
 - This is not always possible, especially during the COVID-19 pandemic where social distancing and mask wearing are required at all times in UH
 - If doing something, at least make sure to maintain eye contact sporadically
 - Improve listening skills by asking patients and families to speak up when they are worried or scared, or when they disagree with something
- Learn how to properly handle complaints
 - “I’m finding you someone right now who can address this” is far better than “I can’t help you, I’m the wrong person.”
 - Say sorry
 - Don’t blame others and don’t take patients’ actions personally – remember, they’re dealing with severe personal challenges and are under a lot of stress

Professional Boundaries

One of your most important responsibilities of volunteering is the ability to separate your own needs from the needs of the patient and their loved ones. Professional Boundaries are guidelines for maintaining a positive and helpful relationship with the patients and families. Understanding these boundaries helps caregivers avoid stress and misconduct, recognize boundary crossings and provide the best possible care for a patient and their family.

Professional Boundaries assures a *therapeutic relationship* with a patient and/or family member, not a social relationship with them. *You are not friends with the patient or family member.* Instead, you are friendly with them. You are staying in the zone of helpfulness.

Professional Boundaries:

- Respect the family's privacy
- Assures all patients and families are treated fairly
- Avoids burnout
- Helps a volunteer to be seen as a professional

Getting Back In-Bounds

Have you ever crossed or thought about crossing any professional boundaries (ex. talking about personal experience you may have in common, taking a photo of a child, accepting a FB friend request, accepting or giving a gift, etc.)? Have you observed a staff member or another volunteer step over that line? What should you do if you believe you may be stepping over a boundary?

- Talk with your supervisor and/or volunteer coordinator.
- Explain to the patient in question that you are unable to do or say certain things due to professional and volunteer guidelines (ex. babysitting for them outside the hospital, giving advice, accepting a gift, keeping secrets, etc.).
- Draw a line between your volunteer life and your personal life to protect yourself from becoming too attached to a patient or their family.
- If needed, talk with your volunteer coordinator or floor manager about a re-assignment (ex. different area or responsibilities). Working with patients in the hospital can be a challenging and emotional experience for many people.

Some Examples of Boundary Crossings

- Sharing personal information
- Not seeing patient behavior as symptomatic of their condition
- Using nicknames and terms of endearment (“sweetie,” “honey,” etc.)
- Inappropriate use of touch
- An unprofessional demeanor, including appearance, tone of voice, body language, etc.
- Giving patients special favors or gifts
- Over-involvement or under-involvement with a patient (too much attention or not enough attention to a given patient)
- Sharing secrets with patients
- Romantic feelings or relationships with patients or their loved ones

Establishing a Good Working Relationship with Staff – Some Tips

- Be reliable. Staff know which volunteers they can count on to come in when scheduled and to complete tasks enthusiastically. They look forward to seeing you!
- Learn as much as possible so you can work independently. However, you are never alone. Someone (nurse and/or your supervisor) is always available to provide help, problem solve with you or talk through a challenging situations with you.
- Ask for clarification if you are not sure how to do something or have a question about working with a patient or family member.
- Be a part of the team and willingly accept instructions and assignments from staff, provided they are within your service description.
- Look at the broad picture. If you are asked to do something that does not sound like fun, remember that by doing it you are freeing up a professional to do their job.
- If you see something you think you could help out with, please volunteer to do it. As long as you have been trained to do the task, you do not always have to wait to be assigned to do it.
- Do you like to organize? Let us know, there are always things that need organizing!
- Communicate with us! Let the volunteer coordinator and/or your supervisor know what you did during your shift.

INPATIENT CARE

Inpatient Medical Team Members

Definitions of the different types of medical staff that may offer inpatient care:

- **Attending doctors** lead the entire health care team. Attending physicians are on the faculty of Case Western Reserve University School of Medicine or have been credentialed to work here. Attending physicians can be medical or surgical oncologists (cancer doctors), surgeons or hospitalists. A hospitalist provides care for patients who are hospitalized. Typically, hospitalists only care for patients in the hospital and do not see patients in outpatient clinics.
- **Fellows** are doctors who have spent time as residents and are now doing special training in an area of their choice.
- **Residents** are doctors who are done with medical school and are in their second or third year of training.
- **Interns** are doctors who are done with medical school and are in their first year of training.
- **Advanced Practice Nurses (APN)** are registered nurses who have extra school and clinical training in a special area. There are different types of advanced practice nurses such as:
 - **Clinical Nurse Specialist (CNS)**
 - **Nurse Practitioners (NP)**

Physician Assistant: Physician assistants (**PAs**) are licensed health care professionals who practice medicine with physician supervision. They can provide a broad range of diagnostic and therapeutic services.
- **Consult doctors** have special training in an area of medicine. The medical team may ask a consult doctor for his or her advice for certain problems.
- **Primary nurses** provide direct patient care. They are Registered Nurses (RNs). The RN assists physicians during examinations and treatments, administers medications and develops nursing-specific goals and interventions for patients.
- **Care Coordinator:** This RN coordinates patient care, communication and discharge planning
- **Case Manager:** This RN works with patients and their nurse, care coordinator, social worker and medical team to develop and implement a plan for care after discharge.
- **Patient Care Assistant/Clinical Technical Assistant/Medical Assistant:** Assistants who help with patient care under the direction of an RN.
- **Social workers** counsel and provide support for patients and their families. They can also help with finance and transportation issues, resources and discharge needs
- **Occupational Therapist:** Occupational therapists evaluate and help improve patients' abilities to perform or participate in activities of daily living, such as dressing, bathing and cooking.

- **Physical Therapist:** Physical therapists assist patients in resuming their ability to walk and move after an illness, injury or surgery. They also evaluate patients to help determine the best site for continued care and rehabilitation.
- **Speech-Language Pathologist:** Speech-language pathologists evaluate and treat patients for communication and swallowing disorders.
- **Respiratory Therapist:** Respiratory therapists evaluate and treat patients with breathing problems due to illness or after anesthesia.
- **Medical Students:** In teaching hospitals such as ours, medical students observe and work with the medical team under the careful supervision of other doctors.

Medical Teams/Services

- Medical teams (also known as services) are responsible for patient care on various inpatient floors. Whenever possible, medical services will provide care for patients primarily on one floor.

Finding a Patient's Nurse

The easiest way to find a patient's nurse when you are in the patient's room is by pushing the patient's nurse call light on the patient's TV Remote. A light will be activated outside the patient's room and the nurse will be notified. A staff member may call into the patient's room using the room's intercom or someone may come to the room personally. Please call for the nurse anytime you have a question.

Patient Family Partnership Council (formerly the Patient and Family Advisory Council (PFAC))

The Patient Family Partnership Council (also known as PFAC, or Patient Family Partners) is a volunteer group representing patients receiving care at UH Seidman Cancer Center and their families. Our members act as advisors to improve the cancer experience for patients and those whom patients consider their family: parent, spouse, partner, children, and close friend.

With a patient-centered design, the University Hospitals Seidman Cancer Center has been carefully planned with significant input from patients and their families to create an environment of healing. The Patient and Family Advisory Council was formed to actively engage patients and families in the design process.

Council members shared their unique perspectives through both focus group sessions and touring mock-up rooms and their feedback was directly responsible for a number of design improvements.

- Exercise equipment: member input served as a guide to purchasing exercise equipment for the inpatient cancer floor
- Artwork: pieces with a whimsical theme were selected on the basis of member preferences

- Infusion area design: patients requested areas for privacy in addition to open, group spaces while receiving chemotherapy and other outpatient infusion services
- Inpatient floors: family- and patient-oriented with family sleeping accommodations, activities rooms and family lounges
- Learning Resource Center: wireless internet connections and work stations in patient rooms, a centrally located Resource Center will house computers, books and other educational materials and host patient education activities
- Schneider Health Garden: a place of respite, rejuvenation and restfulness for patients, family members, caregivers and volunteers, the 13,000 sq. ft. garden features sculptures, sloping walkways, meditation areas, and a labyrinth. It focuses on the themes of water/earth/wind/fire and features abundant lighting.

ABOUT THE BUILDING

UH Seidman Cancer Center Building Basics – starting at the top

- | | |
|-----------------------------|--|
| 7th Floor | <p>Medical and Cardiac Intensive Care Unit (MICU)</p> <ul style="list-style-type: none"> • Treatment of heart failure patients and others in critical condition. These are often the sickest patients in the hospital. Volunteers are not allowed on Seidman 7th Floor. |
| 6th Floor | <p>Women and Surgical Oncology</p> <ul style="list-style-type: none"> • Treatment of: breast/ovarian cancers along with other types of cancer for males (surgical oncology) • Includes Coleman Clinical Research Unit <ul style="list-style-type: none"> ○ This unit produces clinical trials on experimental cancer drugs and treatments |
| 5th Floor | <p>Surgical Oncology</p> <ul style="list-style-type: none"> • Treatment of: colorectal, ENT (Ear, Nose, Throat), urology, some gynecological cancers • Includes Patient Activities lounge |
| 4th Floor | <p>Medical Oncology (i.e. Solid tumor) and Sickle Cell Anemia Unit</p> |
| 3rd Floor | <p>Blood and Marrow Transplant (BMT) and Malignant Hematology</p> <ul style="list-style-type: none"> • Treatment for blood cancers (leukemia, multiple myeloma, lymphoma) • Also includes Cellular Therapy Lab and Inpatient Pharmacy |
| 2nd Floor | <p>Radiology and Ambulatory Stem Cell Transplant Unit</p> <ul style="list-style-type: none"> • No volunteers on Seidman 2nd floor • Radiology includes: <ul style="list-style-type: none"> ○ Diagnostic X-Ray, Computed Tomography, Nuclear Medicine, Ultrasound, MRI and Angiography and PET/MRI with Ambient Experience • Surgical Center includes: <ul style="list-style-type: none"> ○ Ambulatory Stem Cell Transplant Unit |

1st Floor

Robinson Family Pavilion – for outpatient doctor visits

- Also includes:
 - Outpatient Lab
 - First floor Information desk
 - Financial Counselor’s office (additional financial counselors in Admitting and Radiation Therapy)
 - Administrative Offices
 - Connection to all hospital buildings via Mather 1st floor back hallway (near Cardiovascular and Pulmonary Rehab)
 - Connect to Mather First Floor

Lobby Level – main entrance to UH Seidman Cancer Center

- Sheldon and Terry Adelman Family Welcome Center which includes:
 - Admitting
 - Puck Learning Resource center
 - Free access to education materials for patients, families, visitors and staff
 - Provides referrals to local resources and support groups
 - UH Connect Hospitality Suite located in back hall of lobby
Temporarily closed due to COVID (Aug. 2020)
 - SCC Community Room (i.e. meeting room)
 - Used for meetings and educational programs
 - Financial Counselor office in Admitting
 - Volunteer Services office (B 509H)
 - Frankino-Dodero Family Infusion Therapy Suite
 - Offers outpatient infusion services such as chemotherapy, blood transfusions
 - 30% of patients treated there do not have cancer – may be getting IV treatment for conditions like Multiple Sclerosis
 - Space for 40 patients
 - 12 private rooms with beds
 - 2 private rooms with chairs
 - 2 rooms with chairs for nurse visits or infusion
 - 24 infusion bays
 - 4 nursing stations
 - Snacks storage at each nursing station used by infusion volunteers
- Gift shop
- Wolfgang Puck Café
- Ambulette Entry off of Cornell Rd
 - Temporarily closed due to COVID (Aug. 2020)
 - Ambulance and ambulette drop off and pick up of patients
 - Entrance leads into back hall

- Collins Meditation Room
 - Open 24 hours a day, 7 days a week
 - Need a key to access this space
 - Key is available at the Seidman main lobby reception desk
 - Provides a quiet space for reflection, open to all
 - Direct questions to Manager of Pastoral Care for more info
- Wig Salon
 - Temporarily closed due to COVID (Aug. 2020)
- Social Work office
- Spiritual Care office
- Exit to UH Drive parking garage
 - Exit from main lobby
- Breen Women's Health Pavilion
 - Clinic visit space for patients with breast cancer and gynecological cancers
 - Routine mammograms
- Exit to Schneider Healing Garden
 - Exit from main lobby
 - Schneider Healing Garden located in the direction of Euclid Ave.
- Connect to Mather Basement
 - Connects to other parts of UH main campus

Lower Level- Radiation Oncology

Within Seidman Radiation Oncology

- CT Simulator, HDR Brachytherapy and Linear Accelerators
- Note: some Radiation Oncology services are still in Bolwell
- Radiation Oncology services also offered in the Proton Center, in the basement of the Humphrey building
- Nutrition Services Inpatient kitchen
- Volunteer Services workroom
- Lower level conference room
- Environmental Services office
- Medical records work room and file room

Elevators

There are three types of elevators:

Public

- For use by patients and visitors
- The first set of elevators coming through the main entrance on the Lobby level
- Only offer access to the West (i.e. front) hallway of SCC

Staff/Inpatient

For patient transport and staff use

Located behind the public elevators

- For floors 2 through 7: can only access the East (back) hallway of the cancer center
- For the 1st floor: can access the East (back hallway of the Robinson Family Pavilion and a small West (front) hallway
- For the Lobby level: can access the West hallway (within the Infusion suite) and the East hallway (along back of cancer center, near the Ambulette drop off)
- For the Lower level: can access the West hallway

Service elevators

Use these elevators for ICU and Ed patient transfers, as well as EVS,

- Supply transport and other service needs
- For floors 2 through 7: can access the East and West hallways
- For the 1st floor and Lobby Level: can access only the East hallway
- For the Lower level: can access only the West hallway

Waste Disposal

Please dispose of waste in the proper container, depending on the type:

1. Biohazardous waste containers: for blood, bodily fluids and other hazardous materials
2. Chemo (cytotoxic) waste containers for chemotherapy waste products
3. Cintas Destruction Containers: for Protected Health Information (PHI)
4. Trash cans: for all other waste that does not fit into the categories listed above

Room numbering system

- Every inpatient room number has 4 digits
- The first number indicates the floor and the last 2 numbers indicate the room number
 - Note: all rooms have a FACILITIES room number on the top of the door jamb. That number will be helpful when calling Facilities, as it matches the building blueprints.

Patient room telephone numbers

- All patient phone numbers have an area code of (216) and an exchange of “286”
- The last 4 digits:
 - All begin with 3
 - The next number indicates the floor: 3, 4, 5, 6, 7
 - Do not call patients on Seidman floor 7, this is the MICU
 - The last two digits correlate to the patient room (01 etc. for rooms 1-9)
 - Example: For room 4021, the number is (216) 286-3421

Patient Rooms

There are at least 30 beds on each inpatient floor, with the exception of Seidman 3, which has 30 inpatient beds and one room with 2 recliner chairs. This makes a total of 119 beds.

There are two rooms that have an ante room and can be set for negative pressure on Seidman 4, 5, and 6. All inpatient rooms on Seidman 3 (BMT) are positive pressure rooms given the immuno-compromised status of these patients.

The inpatient rooms in the Seidman Cancer Center at UHCMC have been designed to keep the nursing staff close to the patient. Outside of each room is a supply cupboard that will be stocked with frequently used items, so that the nurses and nursing assistive personnel won't have to leave the patient each time they need an item.

A Patient Observation and Care Area (POCA) is located between every two inpatient rooms. The POCAs allow visibility of patients through a window that is positioned so that the head of the patient's bed is visible. If patients want privacy, they may close the blinds from inside the room. Nurses, doctors and other health care personnel will frequently sit at the POCAs to chart where they can observe two patients.

Features inside of each room include:

- A couch that folds out to a bed
- A cabinet that hides a refrigerator, a safe for storing valuables and a wardrobe
- A desk. Seidman Cancer Center is fully wireless
- Kick plate operated trash cupboards
- Custom glove dispenser
- A computer workstation on wheels (WOW) for bedside charting
- Electronically operated room darkening shades and light filtering shades
- State of the art nurse call system
- Cable TV, movies on demand, educational programming, relaxation videos and access to Environmental Services or Dietary personnel as needed

Learning Lab

- Meeting space just past Registration Desk C
- Use of this room through Office of Patient and Public Education
 - Meetings in this room scheduled internally, by staff

PATIENT CARE AND SUPPORT SERVICES

Music and Art Therapy Treatments

- Music and Art therapy is a creative form of verbal and non-verbal therapy
- The focus of music and art therapy is to improve quality of life throughout treatment and as a survivor
- Studies show that music and/or art therapy can help to reduce pain, anxiety and depression, and help develop new coping skills
- Music and Art therapy is for patients, caregivers, families and groups
- No art or musical background is needed to participate
- Music and Art therapy sessions take place at the bedside, during treatment and in support groups
- Sessions are led by therapists with Master's degrees and training in counseling
- Referrals are made to therapists by doctors, nurses, and social workers
- Additional information can be obtained by calling Barb DiScenna at (216) 844-1211

Patient Education

Printed patient educational materials are available through the Seidman Cancer Center Office of Patient and Public Education for use and distribution by staff on inpatient and ambulatory units.

Support Services

The support services team is a multidisciplinary team of professions that offer psychosocial support to patients and their families. This team includes physicians, nurses, clinical social workers, psychiatrists, psychologists, palliative care specialists, registered dietitians and spiritual care personnel. They work together to provide care, support, guidance and psychological assistance to patients and families dealing with a cancer diagnosis. This care is provided on inpatient and ambulatory units at the main campus as well as at regional sites and continues through all phases of cancer.

Spiritual Care Program

Spiritual Care is provided without judgment or preconceived notions, to support patients regardless of religious denomination or the absence of one. The Spiritual Care Coordinator helps patients and families work through stress and other overwhelming emotions that often accompany cancer diagnosis and treatment. She is available to talk about any issue, large or small, and can offer fellowship and companionship, or will just listen.

The Spiritual Care Coordinator:

- Acts as companion to the patient and family on the cancer treatment journey
- Assists with the exploration of belief systems and the relationship with self, others, God (or other higher power) and nature
- Encourages participation in spiritual practices or rituals such as prayer, reflection and meditation
- Explores meaning and value, while encouraging patients to maintain relationships and involvement in the world beyond cancer care
- Helps the patient and family work through anxiety, fear, pain, frustration and confusion
- Acts as a liaison between the patient and clinical team to help with communication so that caregivers can meet the patient's spiritual needs
- Helps with end-of-life issues
- Supports staff on one-to-one or as a group by providing listening, presence, and healing rituals

Translation and Sign Language Services

Translation service for non-English speaking and hearing-impaired patients is available 24 hours a day, seven days a week through a program called MARTTI (My Accessible Real-Time Trusted Interpreter). MARTTI allows patients and families to hear, see and talk to an interpreter via a wireless computer while the interpreter translated conversations between patients and provides. This service is offered in more than 180 languages, including American Sign Language.

Sign language services for hearing-impaired patients are also available through the Cleveland Speech and Hearing Center and Deaf Services of Cleveland. Staff nurses and social workers can help to contact these agencies.

For MARTTI, speak with a nurse for information or call the hospital operator at (216) 844-1000.

Community Outreach

The Office of Community Outreach conducts community education classes on a variety of cancer topics. The flagship program, Save Our Sisters, seeks to improve cancer outcomes among women of color through programs that increase cancer risk knowledge, emphasize early detection and offer access to screening services.

Volunteer Services

The volunteer program at Seidman Cancer Center is coordinated through Volunteer Services (Wearn 133/216-844-1504). The volunteer office in Seidman CC is located at room B509H, Lobby level.

PUBLIC SERVICES FOR PATIENTS AND VISITORS

Gift Shop

The Seidman Cancer Center Gift Shop is located on the Lobby Level. It offers bouquets and unique gifts that can be delivered on the day of your choice, including same day flower delivering for occasions or just because.

Uh Seidman Cancer Center Gift Shop – 216-286-GIFT (4438)

Hours: Monday through Friday 9am-7pm

Closed weekends and all major holidays

Learning Resource Center

Patients, family, and staff are invited to visit the Wolfgang Puck Learning Resource Center (LRC), part of the Welcome Center on the Lobby Level. The Resource Center has:

- Books, pamphlets and handouts about cancer and cancer treatment
- Computer access for cancer related learning
- Information about cancer resources and support
- Information about The Healing Garden and Labyrinth

To phone the Wolfgang Puck Learning Resource center, Lobby Level (in the Welcome Center) dial 6-INFO (216-286-4636)

Office of Patient and Public Education

The Office of Patient and Public Educations staffs the toll free Cancer Information Services (CIS) line. The number is 800-641-2422.

Two oncology nurses are available on the CIS line and can:

- Provide general information about cancers and their treatments
- Explain clinical trials and their use in cancer care
- Recommend community resources
- Identify the correct multidisciplinary team to see a patient
- Connect callers with the appointment line
- Send callers free educational items to help them understand cancer

In addition, the nurses in the Office of Patient and Public Education work with the staff to:

- Identify pertinent cancer education resources
- Review current patient education materials for readability and suitability
- Create new patient education materials and tools that incorporate recommended patient education and health literacy guidelines
- Provide education to staff on how to incorporate the principles of literacy and health literacy into patient interactions

Parking and Valet

Valet Parking: available at the main entrance of the Seidman Cancer Center, off of UH Drive

Parking Garages: patients and visitors may use these garages:

- UH Drive Visitor Garage: **preferred garage for UH Seidman Cancer Center patients and visitors**
 - **Outdoor access:** exit the garage on the lower level and walk across UH Drive to the main entrance of the Seidman Cancer Center
 - **Second floor bridge:** use the walkway from the second floor of the garage
 - **To go to the Robinson Family Pavilion/first floor:** take Lerner Tower elevators/stairs to first floor and follow signs through Mather Pavilion to SCC
 - **To go to the Welcome Center/lobby level:** take Lerner Tower elevator/stairs to basement of Lerner Tower and follow signs through Mather Pavilion to SCC
 - **To go to Seidman Radiation Oncology/lower level:** take Lerner Tower elevators/stairs to basement of Lerner Tower and follow signs through Mather Pavilion to SCC

Rainbow Babies & Children's Hospital Garage:

- Located on Adelbert Rd.
- To get to the Seidman Cancer Center, walk north on Adelbert Rd., turn right onto Euclid Ave. and walk to Seidman Cancer Center at UH Drive and Euclid Ave.

Parking is charged by the hour. The first two hours are free. Long-term parking permits can be purchased at a discounted rate for patients and visitors making multiple return visits. Visit the parking office, located on the first floor of the Humphrey Building, Room 1635, or call 216-844-7275 (4-PARK), weekdays between 7:30 am and 4:30 pm. Parking passes are also available for volunteers who are on campus for more than two hours. These passes can be found in Seidman's volunteer workroom.

Schneider Healing Garden

The Schneider Healing Garden is located off the Lobby Level entrance and is open to patients, families, and visitors. Gates are open daily between sunrise and sunset.

Wolfgang Puck Café

The Wolfgang Puck Café is located on the Lobby Level. The café offers dine-in and take out service for breakfast, lunch and dinner weekdays.