



# **COVID-19**

## **Return to Volunteer Service**



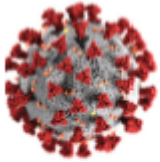
# Information You Need To Know

We ask that you please review this training carefully as it covers the following important topics:

- COVID-19 facts
- Symptoms/when to call off
- PPE/Masking requirements and etiquette
- Arriving for volunteer shift
- Signing in and out
- Disinfecting your workspace
- Public areas
- Hand hygiene
- Next steps



# 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 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.



## Know your risk for severe illness

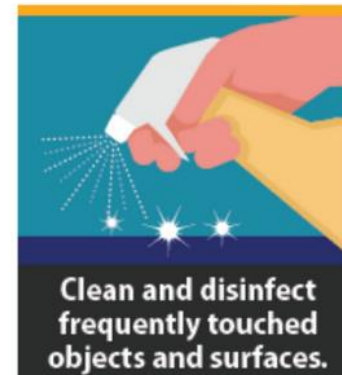
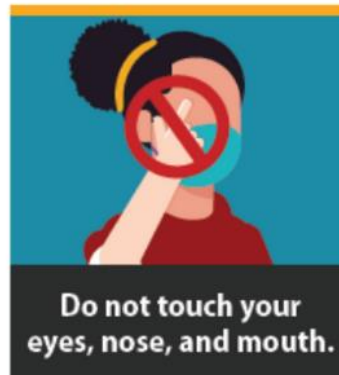
- Everyone is at risk of getting COVID-19.
- Older adults and people of any age who have serious underlying medical conditions may be at higher risk for more severe illness.



# Facts About COVID-19

## Stop the Spread of Germs

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



UH policy mandates that ALL staff and volunteers are required to wear a surgical mask while on hospital property. Cloth face masks are not permitted. You may be required to wear a face shield or other eye protection if you are volunteering in a patient-facing role.





# COVID-19

## Vaccines: Trust the Facts

- ▶ **1. COVID-19 vaccines are safe and effective.** COVID-19 vaccines currently available in the U.S. were rigorously tested and are more than 94% effective.
- ▶ **2. You can't get COVID-19 from a COVID-19 vaccine.** The vaccines do not contain a live virus, meaning they can't give you COVID-19 or cause a positive COVID-19 viral test.
- ▶ **3. COVID-19 vaccine trials were among the largest in history.** A typical vaccine study has about 5,000 participants – the Moderna COVID-19 trial had more than 30,000 participants, and the Pfizer-BioNTech study had more than 43,000.
- ▶ **4. COVID-19 vaccines have not been linked to infertility or miscarriage.** There is no evidence that COVID-19 vaccines cause infertility or increase the risk of miscarriage.
- ▶ **5. No serious safety concerns were observed in clinical trials.** The most common side effects, much like other vaccines, are fatigue, headache, soreness or redness at the injection site, and muscle or joint pain.
- ▶ **6. COVID-19 vaccines will not change your DNA or alter your genetic makeup.** It isn't possible for mRNA to alter or modify a person's genetic makeup.
- ▶ **7. Vaccine injections do NOT contain microchips or tracking devices.** Vaccines do not contain microchips, nanochips, RFID trackers, or devices that would track or control your body in any way.
- ▶ **8. Vaccines do not cause autism.** Studies conducted across the globe continue to show that there is no connection between autism and vaccines.



**MIKE DEWINE**  
GOVERNOR OF OHIO

**Ohio**

Department  
of Health

[coronavirus.ohio.gov/vaccine](https://coronavirus.ohio.gov/vaccine)

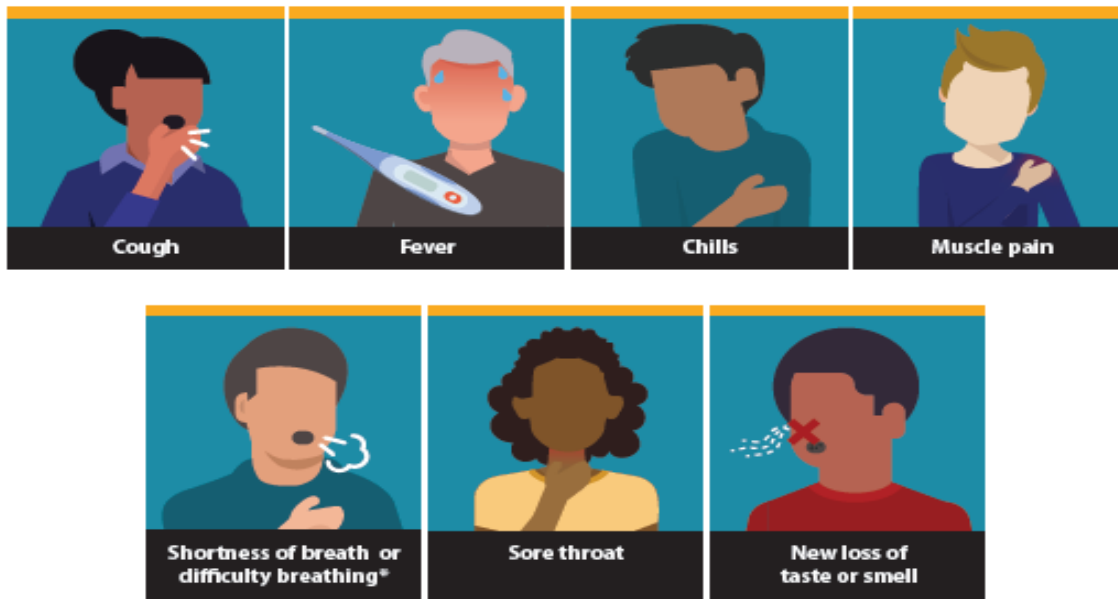


University Hospitals

# 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.

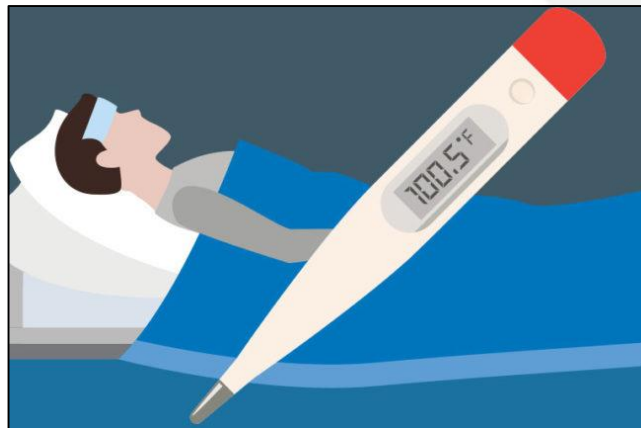


# What if I'm Not Feeling Well?

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**





# PPE Requirements

- ☐ UH policy mandates that ALL staff and volunteers are required to wear a **surgical mask** while on hospital property. Cloth face masks are not permitted. If you do not have a mask, one will be provided for you.
- ☐ Masks are to be put on before exiting your vehicle, and worn during your entire shift (except while eating) until returning to your vehicle.
- ☐ Your mask is part of your uniform so include it in your routine preparations to volunteer.
- ☐ **VOLUNTEERS ON IN-PATIENT UNITS:** These patient-facing roles require you to wear a face shield and/or approved goggles for your shift. Please see Volunteer Services to receive a face shield or approved goggles.

# HOW TO WEAR A MEDICAL MASK SAFELY

## Do's →



Find the top side, where the metal piece or stiff edge is



Ensure the colored-side faces outwards



Place the metal piece or stiff edge over your nose



Cover your mouth, nose, and chin



Adjust the mask to your face without leaving gaps on the sides



Avoid touching the mask



Remove the mask from behind the ears or head



Keep the mask away from you and surfaces while removing it



Wash your hands before touching the mask



Inspect the mask for tears or holes



Cover your mouth, nose, and chin



Adjust the mask to your face without leaving gaps on the sides



Discard the mask immediately after use preferably into a closed bin



Wash your hands after discarding the mask

# Arriving for Volunteer Shift

- ❑ You will be asked a few health questions, have your temperature scanned, and receive a sticker (example pictured below) with the date. Please add this sticker to your ID badge for that shift.



# 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

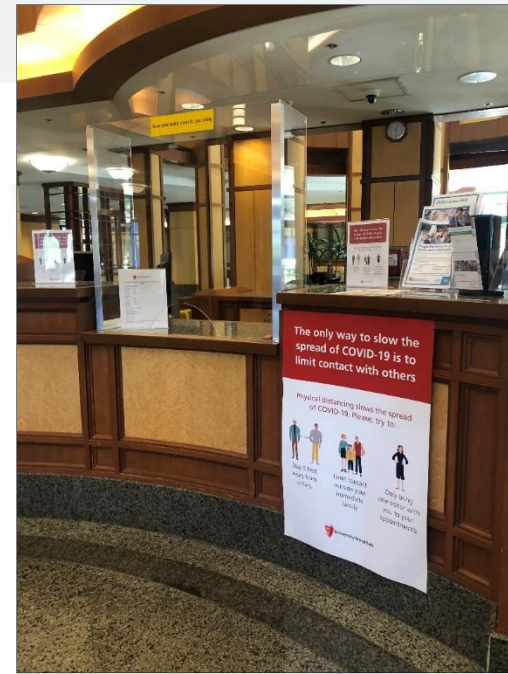
If others are already in the Volunteer Services Department, the Volunteer Center or the Seidman Volunteer Workroom, please practice social distancing and wait in the hallway if necessary.





# 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 (cont.)

- ❑ 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 (cont.)

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.



# Next Steps

1. Confirm that you have completed this training by [clicking here](#) and completing a short quiz.
2. Sign and submit an updated [Consent for Participation](#) form to [UHClevelandVolunteer@UHhospitals.org](mailto:UHClevelandVolunteer@UHhospitals.org)
3. Contact the Volunteer Services Department if you have questions regarding a new volunteer assignment, uniform, or schedule.

**Welcome back! 😊**