

# 2020 Volunteer Training Manual



Orientation and Annual Education Manual



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# **BayCare Health System Volunteer Resources**

In 1997, the community boards of the Bay area's leading hospitals signed a joint operating agreement creating the region's only full-service community-owned health care system named BayCare Health System.

## **Today, BayCare consists of 15 hospitals:**

### **Morton Plant Mease**

Morton Plant Hospital  
Morton Plant North Bay Hospital  
Mease Countryside Hospital  
Mease Dunedin Hospital

BayCare Alliant Hospital

### **St. Anthony's Hospital**

#### **St. Joseph's**

St. Joseph's Hospital  
St. Joseph's Women's Hospital  
St. Joseph's Hospital North  
St. Joseph's Children's Hospital  
St. Joseph's Hospital South  
South Florida Baptist Hospital

### **Winter Haven Hospital**

Winter Haven Women's Hospital

### **Bartow Regional Medical Center**

**Volunteer Resources** is responsible for administering the in-service volunteer programs within BayCare. The councils and auxiliaries are governed by their own Boards of Directors.

# Volunteering is a Healthy Habit

Thank you for the time you give to support our volunteer programs. Without each of you bringing your special talents to serve others, we would not be the preeminent, award-winning volunteer organization that we are today!

There are lots of ways to recruit new volunteers. We've held recruitment fairs, bring-a-buddy luncheons, offered prizes and gone to speaking engagements, but the single most effective way to bring in a new volunteer is by **WORD OF MOUTH!** Help us spread the word by:

- **Mentioning** your volunteer assignment at least twice during any and all social events.
- **Submitting** a short paragraph for publication in your local bulletin (civic, church, community, etc.) about how much you LOVE your volunteer assignment!
- **Bringing** your volunteer manager to a service/social group event, meeting or community gathering. We could even speak to a group about the benefits of volunteering.

## *Volunteering IS a Healthy Habit...*

*A University of Michigan study showed that men who volunteer at least once each week live longer than men who do not. Individuals with heart problems who volunteer have reduced cholesterol levels, and they found that "Volunteering is a way of connecting with people, and those with social contacts live longer than those who are more isolated."*

# BayCare Mission, Vision and Values

## **Mission**

BayCare Health System will improve the health of all we serve through community-owned health care services that set the standard for high-quality, compassionate care.

## **Vision**

Although the BayCare mission and values are identical for all hospital divisions, their vision statements are different, reflecting the unique requirements of the communities they serve.

## **Values**

The values of BayCare are trust, respect and dignity and reflect our responsibility to achieve health care excellence for our communities. We live the values by demonstrating them in all that we do.

### **Trust:**

- Creating a culture of trust with our customers, our team members and our volunteers
- Speaking positively of our organization, physicians, team members and volunteers
- Holding customer information strictly confidential and keeping confidential materials away from public view
- Reaching an understanding with other team members and volunteers when we do not agree
- Being honest and compassionate with our customers
- Protecting the privacy and confidentiality of patients, team members, volunteers and all other customers

### **Respect:**

- Speaking with courtesy and respect to everyone
- Listening and asking questions sincerely while encouraging internal and external customers to express their needs, concerns and ideas
- Making every effort to accept and appreciate others' differences
- Displaying an understanding of our customers' health care experience
- Respecting each customer's, team member's and volunteer's privacy by discouraging gossip
- Responding as quickly as possible to individuals who are trying to reach us
- Asking for permission and waiting for an answer before placing a caller on hold
- Offering help without being asked
- Holding each other accountable for giving our customers the best service possible
- Engaging in respectful interactions with everyone; rudeness is not acceptable

**Dignity:**

- Treating patients, visitors, volunteers, physicians and team members with consideration
- Valuing team members' contributions by always saying "Thank You"
- Maintaining and enhancing the self-esteem of patients, volunteers, visitors, team members and physicians
- Listening to customers, team members and volunteers without interrupting
- Smiling, making eye contact and speaking to everyone in passing
- Asking for a customer's permission before we touch them, move furniture in their room or move their belongings
- Eliciting and anticipating the customer's preferences regarding care provided
- Closing curtains and doors during examinations and procedures and when otherwise indicated
- Addressing the customers' spiritual and cultural needs

**Responsibility:**

- Looking for ways to improve service, outcome and cost
- Completing duties, assignments and trainings on time
- Choosing a positive attitude each day
- Taking an active role in maintaining the appearance of the facility
- Following BayCare's dress code
- Assuming ownership of customer needs and initiate effective interventions
- Supporting all departments and functions to provide integrated care for our customers

**Excellence:**

- Service is a self-portrait of the person who does it; autograph yours with excellence.
- Maintaining superior levels of customer satisfaction
- Anticipating customer needs and initiate actions to meet those needs
- Responding quickly and appropriately to customer complaints
- Demonstrating compassion and empathy by using caring words and actions
- Sharing best practices with team members, volunteers and developing strategies for consistency
- Seeking opportunities for personal and professional growth

# Quality Philosophy

## Three Principles of Quality Philosophy

The three principles of the Quality Philosophy are Customer Needs, Process Focus and Continuous Improvement.

### Customer Needs

The first principle of the BayCare Quality Philosophy starts with customers and their needs. This is the foundation of our Quality pyramid.

Our customers all have different needs. To determine their needs, we must ask open-ended questions, so we can provide the service they expect.

Our volunteers provide a wealth of experience and information. Never hesitate to share ideas that can improve a process in your service area.

### Process Focus

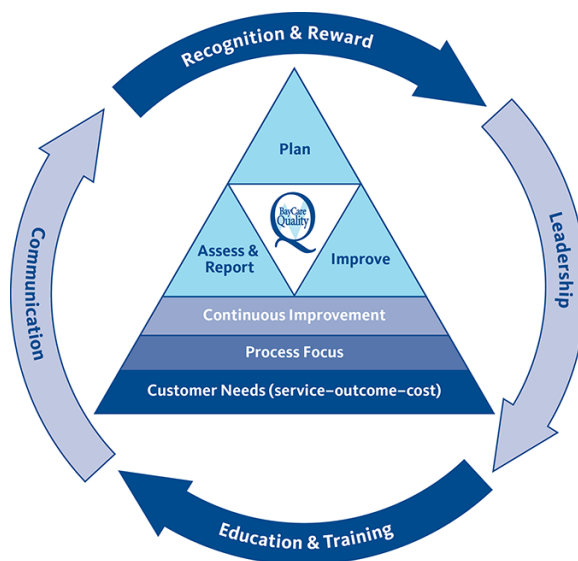
Process focus is important because it helps us identify where and why errors happen. At BayCare, we focus on process changes to correct errors that may occur.

The important point here is not the ‘who’ but the ‘how’.

### Continuous Improvement

To make our organization better, we measure errors and track our progress as we improve. This philosophy encourages you, as a team member and volunteer, to look for opportunities for improvement.

This philosophy provides us with the opportunity for “continuous improvement.”



## BayCare 4 Key Results

**Quality planning is essential to our strategy to serve the needs of the customer.**

**Patient Centered Experience:** Our customers are central to all we do. We use the word experience because every customer interaction influences their overall perception of BayCare.

**One Standard of Care:** Assures that every customer receives the same standard of care with every BayCare service every time. Best practice=Best outcomes.

**Top Decile Performance:** BayCare aspires to achieve the top 10% rating of health care organizations.

**Financial Stability:** Maintaining our AA credit rating and level of market relevance.

## Culture of Accountability

**Team Members and Volunteers are encouraged to take personal accountability by:**

- Recognizing their roles and responsibilities
- Owning their individual responsibilities.
- Working with management to create a learning environment.
- Following through with personal learning or process changes BayCare Health System: Mission, Values, Quality and Customer Service.

## Corporate Responsibility Code of Conduct: “Doing the Right Thing”

Each volunteer is expected to adhere to high standards of competent and ethical behavior and to obey the law. Our Corporate Responsibility program offers us many avenues to express concerns and to seek guidance when questions arise. Volunteers are encouraged to report any compliance or corporate responsibility violations. You may report such issues to your supervisor in the department you serve, the Volunteer Resources Department, or you may call the ANONYMOUS reporting line at 1-877-OUR-DUTY. In any event, you will be treated with dignity and respect and your concerns will be taken seriously.

*The anonymous Compliance Line is available 24 hours a day, 7 days a week by calling 1-877-OUR-DUTY.*



## Culture of Customer Service

On a daily basis, volunteers offer our patients and guests countless acts of caring and kindness. BayCare has always made customer satisfaction a high priority. Building customer *loyalty* takes customer satisfaction to an even higher level. Creating an environment of customer loyalty requires consistency in desired customer service behaviors. Some of these desired behaviors are shared in the grid below.

<i>Question</i>	<i>Answer</i>
When someone appears lost or requests directions what should you do?	Offer to personally escort whenever possible. Way-finding in hospitals can be very frustrating!
What are the important factors in greeting patients, visitors, customers and staff?	<ul style="list-style-type: none"> <li>• Greet the patient/family/customer and tell them your name.</li> <li>• Make sure you are always wearing your name tag.</li> <li>• Look up and acknowledge visitors as soon as they enter your area.</li> <li>• Focus on the customer, offering assistance to ALL.</li> </ul>
What are the 7 steps to positive presentation?	<ul style="list-style-type: none"> <li>• Appear calm.</li> <li>• Make and maintain eye contact.</li> <li>• Focus on the person showing that you care.</li> <li>• Listen actively.</li> <li>• Show sincere interest and use a pleasant voice.</li> <li>• Project a professional image (including dress).</li> <li>• Don't discuss your own personal problems with patients/families/customers.</li> </ul>
What is the 10/4 rule for friendliness?	10 feet away: make eye contact and smile 4 feet away: say Hello
Communicating with our customers: <b>The AIDET Communication Model</b>	<p><b>A – Acknowledge:</b> A is for Acknowledge. Acknowledge customers with warm greeting- Attitude is everything!</p> <p><b>I – Introduce:</b> I is for Introduce. Introduce yourself politely to our customers. Tell them who you are and how you are going to help them. Connect the customer with other team members who will be serving them, and escort customers where they need to go rather than giving confusing directions.</p> <p><b>D – Duration:</b> D is for Duration. Our customers' time is just as valuable as our own, and we want to always provide them with clear and concise details regarding the duration of time in which procedures such as X-rays and other scans, testing, and surgeries will take.</p> <p><b>E – Explanation:</b> E is for Explanation. Provide a clear and concise explanation of our services. Advise the customer of what you are doing, how procedures work and who to contact if they need assistance. Communicate any steps they may need to take. Make words work. Talk, listen and learn. Make time to help.</p> <p><b>T – Thank You.</b> T is for Thank You. Thank the customer for choosing BayCare. Foster attitude of gratitude. Thank all of our customers for their patronage, help or assistance. Always ask, "Is there anything else I can do for you? I have the time."</p>

<p>In Clinical areas, there are certain things we can do to instill confidence with our patients. What are they?</p>	<ul style="list-style-type: none"> <li>• Use at least two patient identifiers (such as having patient state his/her name and then checking the armband)</li> <li>• When entering/leaving a patient’s room, wash or sanitize your hands if you have touched the patient or their belongings (procedure covered in this training)</li> <li>• Tell the patient what you are doing and why you are there</li> <li>• Make sure that their needs are met and questions are answered before you leave</li> <li>• Respond to call lights and follow through on requests</li> </ul>
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## **QUIET TIME SUPPORTS HEALING**

As part of our culture of customer service, all team members, including volunteers, play a large role in the effort to keep our hospitals quiet. Be aware of your surroundings. Remember...quiet voices, quiet carts, quiet shoes, quiet hallway conversations, quiet equipment, and quiet volunteers. When you are in a patient care area, be as quiet as you can be.

Reducing noise in patient care areas is our goal. Remember...silent hospitals help healing.

## **Volunteer Responsibilities**

As a volunteer, you have the responsibility to:

- Practice our values
- Understand and comply with the orientation materials
- Assure that you are fit for duty physically and mentally
- Uphold lawful standards, judgment and objectivity
- Operate safely and follow your service guidelines
- Report events not in keeping with our values
- Perform services without prejudice
- Maintain confidentiality, privacy and safety
- Comply with annual flu shot requirements
- Participate in annual training for volunteers

## **Diversity**

At BayCare, we believe in practicing our values of trust, respect, dignity, responsibility, and excellence. We embrace an inclusive environment that recognizes and appreciates individual differences. BayCare encourages diversity that reflects the communities we serve.

“Diversity” refers to valuing and benefiting from personal differences. These differences address many variables, including race, religion, color, gender, national origin, disability, sexual orientation, age, education, geographic origin and skill characteristics, as well as differences in ideas, thinking, academic disciplines, and perspectives.

Section 1557 of the Patient Protection and Affordable Care Act is the first Federal civil rights law to broadly prohibit discrimination based on sex in health programs and activities. Sex discrimination includes, but is not limited to, discrimination based on an individual's sex, including pregnancy, related medical conditions, termination of pregnancy, gender identity, and sex stereotypes. Gender identity means an individual's internal sense of gender, which may be male, female, neither, or a combination of male and female and may be different from an individual's assigned sex at birth. Sex stereotypes means stereotypical notions of masculinity or femininity. Individuals must be treated consistent with their gender identity, including with respect to access to facilities, such as bathrooms and patient rooms.

## **Absences**

BayCare Health System expects consistent and reliable service from its volunteer support team. Please report for duty on time and stay for the period that is assigned. Volunteer dependability is essential to effective performance. Please remember that in most cases, we are unable to hold a position open for you when you are away more than thirty (30) days.

### **Emergencies/Illness**

In case of necessary absence due to illness or emergencies, volunteers must notify their Staffing/Service Chairman when applicable, or their assigned work area, as far in advance as possible. If the illness or emergency will create an extended absence, the Volunteer Resources Office should also be notified. Upon return from surgery, volunteers should always present a doctor's note to the Volunteer Resource office.

Take pride in making your service run smoothly. Frequent or extended absences may be cause for re-evaluation of your volunteer commitment and possible discontinuance of service to the volunteer program.

It is often difficult to find a replacement for a last minute cancellation. Such absences can also cause problems for the hospital staff and patients.

### **Vacations**

Please provide sufficient advance notice of planned vacations to your staffing/service chairman. It is also helpful to inform your assigned service area in the event that a substitute will not be replacing you. For vacations longer than three weeks, you should also notify the Volunteer Resources Office.

### **Holidays**

The Volunteer Resources Office is closed on major holidays. However, volunteers who are available on those days are welcome to report to their assigned areas.

## **Business Solicitations and Conflict of Interest**

It is inappropriate to sell your crafts or do other types of business solicitations while you are volunteering.

It is the policy of BayCare Health System to avoid any potential conflict of interest. The definition of conflict of interest is any potential or actual appearance of financial conflict between the interests of BayCare and the private business interests of a team member/volunteer or their immediate family members.

## **Patients' Rights and Responsibilities**

Patients have the right to be treated with courtesy and respect, to have their privacy protected, and to know what services are available including translators. They also have the right to complain about any violation of patient rights, to the Agency for Health Care Administration (AHCA) as stated in Florida law and/or the Joint Commission using the complaint procedure of the facility.

*Patients' rights and responsibilities documents are available in the Admitting Department and on all hospital floors.*

### **All patients have the right to:**

Communicate in a manner that is effective and serves their needs

Choose their preferred method of communication

Receive communication services at no additional cost.

Resources for the deaf and hard-of-hearing vary by facility but may include:

Video Remote Interpretation ("VRI")

TTY/TDD Telephone units

UbiDUO (two-party texting units)

IPads

Picture/Symbol cards

On occasion with certain circumstances may require an in-person sign language interpreter that is contracted with BayCare.

## **Name Badges, Dress Code and Personal Grooming**

Cleanliness and personal neatness are especially important in the health care setting. Volunteers must follow proper dress code by wearing their uniform and ID name badge at all times. Name badges must not be defaced in any way. Stickers (excluding flu), pins or writing are not allowed on the badge. Volunteers serving outside the hospital are allowed to wear shorts. All clothing should be tailored to ensure that it is not too short or revealing. Slacks should be in the color compliant to your hospital. No denim of any color, skinnies, jeggings, leggings or cargo pants. Shoes must be closed-toed, non-skid, and clean. In healthcare, we must consider the sensitivities of those around us. Be mindful that strong odors of any kind (perfumes, after-shave, smoke, etc.) are unacceptable. When wearing jewelry on duty, volunteers should select jewelry that projects a professional image, is simple and not overdone. Facial/tongue piercings, multiple bracelets/necklaces or large dangling earrings are not permitted. Inappropriate and offensive tattoos are to be covered by clothing or opaque hosiery at all times. It is preferred that all tattoos are covered.

For security purposes, should you terminate from your volunteer position, you will be required to turn in your volunteer ID name badge and if applicable, uniform shirt and parking pass.

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*Volunteers must follow proper dress code, wear their uniform and name badge at all times.*

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## **Harassment Policy**

The organization is committed to a workplace that is free of harassment and discrimination. As is consistent with our values, this type of offensive and unwelcome conduct will not be tolerated. Consistent with this policy, any report of such behavior will be investigated immediately and without retaliation for reporting such behavior.

Courteous, mutually respectful, non-coercive interactions between team members that are appropriate in the workplace based on reasonable person standard is not considered to be harassment. Reference Team Resources Policy # 205 for the complete policy.

## **Volunteer Privacy and Security**

As you interact with patients and visitors, you should not share personal information. Unusual behavior should be reported to your supervisor immediately.

## **Coaching/Counseling Policy for Volunteers**

BayCare has a positive discipline procedure for volunteers to ensure that they are treated with dignity while resolving service performance issues and to outline those situations that could lead to termination. Reference Team Resources Policy # 905 for the complete policy.

Engaging in any of the following actions will be grounds for immediate termination:

- Provoking, instigating or participating in a fight
- Possession of firearms, weapons or explosives (Excludes provisions under Florida Statutes, section 790-251.)
- Engaging in threatening or intimidating conduct towards a patient, team member, visitor or fellow volunteer
- Violation of patient rights
- Breach of confidentiality
- Theft or willful damage to hospital property
- Impairment of work performance due to consumption of alcohol or controlled substances
- Illegal possession, use or distribution or disposal of legal or illegal drugs
- Conviction of a felony
- Harassment, sexual or otherwise of another team member, patient, volunteer or other persons conducting business within our facilities
- Making false statements concerning any BayCare facility or an affiliate or its team members inside or outside the organization
- Bookmaking or gambling on company property
- Engaging in an activity which creates a conflict of interest between the organization and the volunteer
- Violation of the company's solicitation and distribution rules; and/or soliciting gifts, favors or money from patients
- Participating in or knowing of fraudulent activity and not reporting it to management

## **Population-Specific Competency Behaviors**

When caring for and talking with patients and caregivers, it is important to remember to always use clinical and psychosocial behaviors appropriate to their age and developmental level. For example, you would care for and talk to an adult patient differently than you would a young child.

# Confidentiality and HIPAA

The Health Insurance Portability and Accountability Act (**HIPAA**) is a federal law that protects the privacy and security of patient information.

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*The HIPAA law sets rules to protect patient information, or protected health information (PHI).*

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HIPAA says any of the following information can be used to identify a patient therefore making it PHI (protected health information):

Names	Address
Date of Birth	Telephone or Fax Numbers
Social Security Numbers	Medical Record Numbers
Patient Account Numbers	Insurance Plan Numbers
Vehicle Numbers	License Numbers
Medical Equipment Numbers	Photographs
Fingerprints	E-mail Address
Internet Addresses	Admission Date
Biometric identifiers (e.g. palm scan	Discharge Date

**HIPAA** allows us to share patient information for treatment, payment or operations (**TPO**) purposes:

- **T**reatment                      Providing care to patients
- **P**ayment                         Getting paid for caring for patients
- **O**perations                      Normal business activities

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*If use of the information does not fall under one of the categories listed above, you must have the patient's signed authorization before sharing that information with anyone.*

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There are civil and criminal penalties under the HIPAA law. A breach of privacy may result in termination. Wrongful and willful disclosure of health information carries steep civil penalties and can involve jail time.

We have a document called "Notice of Privacy Practices" to inform our patients about their rights under HIPAA.

Patients' Rights allow for patients to:

- Obtain a list of all inappropriate disclosures for the past six years
- Request to amend their medical record
- Request other communications such as asking to be notified of lab results only at work and not at home
- Review and request a copy of their medical record
- Request restrictions on the use or sharing of their information, such as choosing not to be listed in the hospital directory

Handle and dispose of patient information carefully, such as using a shredder or locked bin instead of just throwing patient information away. **When in doubt, ASK.**

HIPAA says we must protect patient information on computers by:

- Properly signing on with user IDs and passwords
- Log off or lock the computer before leaving the workstation
- Keeping user IDs and passwords confidential

*Never dispose of patient information in any open area trash bin.*

### **Examples of HIPAA infractions:**

- My neighbor found out that a friend of ours was admitted in the hospital where I volunteer. She asked me to find out **why** our friend was admitted. Can I look in the computer or on the printed census and give this information to my friend or fellow volunteer? **NO**
- Telling a friend, relative or co-worker that a mutual friend is in the hospital or came in for a doctor's visit.
- Looking up information or sharing information on a friend, relative, celebrity or co-worker when it is NOT needed for your service function.

### **Reporting HIPAA Violations**

It is everyone's responsibility to report violations. Whether someone received patient information improperly or shared patient information in the wrong way, everyone has a responsibility to report violations. When in doubt, ASK.

Your department supervisor or your volunteer department is a good place to begin for answers to your questions or for reporting issues and concerns. You can also call the anonymous hotline at 1-877-OUR-DUTY or 1-877-687-3889. This line is available 24 hours a day, seven days a week. BayCare's Privacy/Compliance department can be contacted at (727) 820-8024.



## Volunteers MUST Remember To...

- **STOP** and ask yourself: Should I be sharing this information?
- Think of patient information about fellow volunteers, neighbors and acquaintances as **protected information that is not for sharing!**
- Dispose of patient information by placing in appropriate shredding bins – **never in an open wastebasket.**
- **Turn computer screen** off if you leave the station for any reason.
- **Never discuss any patient information** in hallways, elevators, or outside facilities.

**Report all abuses.** Enforcing the regulations is everyone's responsibility.

## Accident/Incident Reporting

In the event of a volunteer accident or injury while on duty, it is the policy of BayCare to assist the volunteer with obtaining immediate medical evaluation and treatment. Reference Team Resources Policy #906 for the complete policy.

### Volunteer Accident Procedure

- If necessary, seek medical assistance immediately.
- Inform Department Supervisor and/or Volunteer Resources Staff of event immediately or as soon as possible.
- An Event Report form must be completed before leaving the premises. Electronic incident forms can be completed in every hospital department including Volunteer Resources. A team member will assist in completing the online form.

New volunteers are given a copy of Policy #906, "Medical Evaluation Treatment for On Duty Volunteer Injury," at orientation. Volunteers may request a copy of this policy from their volunteer office.

*To assure your safety, volunteers MUST perform duties within the guidelines of their service description.*

### Volunteers Witnessing an Accident Procedure

- If injured person is not responding, use the phone to call for help.
- Seek medical assistance immediately. Do not try to lift or encourage the injured person to get up on his or her own.
- Find a team member to assist immediately.
- **NEVER** inform a person injured on our property that the hospital will pay for the cost of medical care. Risk Management will determine responsibility.

*It is the volunteer's responsibility to report accidents or injuries immediately to a paid team member. It is critical that the event report form be filled out immediately unless the accident or injury warrants immediate medical attention. The volunteer, if able, or team member who completed the incident report should also notify the Volunteer Resources Office.*

## Stroke Awareness

### Definition of Stroke

Stroke is a life-threatening situation in which part of the brain does not receive adequate oxygen. Areas of the brain control different functions of the body such as speech or movement of arms and legs. Inadequate amounts of oxygen or interruption of blood flow to an area of the brain can cause damage resulting in loss of function or death.

### Warning signs of stroke include:

- **Sudden numbness or weakness of the face, arm or leg, especially on one side of the body.**
- **Sudden confusion, trouble speaking or understanding.**
- **Sudden trouble seeing in one or both eyes.**
- **Sudden trouble walking, dizziness, loss of balance or coordination.**
- **Sudden severe headache with no known cause.**

## Emergency Procedures and Codes

In our hospitals, all emergencies and codes are announced over the loudspeaker followed by the location of the emergency. In the hospitals, dial 66 with the exception of St. Joseph's Hospital North dial 866. At our other facilities, use the RED EMERGENCY BUTTON on the telephone to report ALL CODES or any situation in which you feel there is imminent danger.

### Code RED - Fire

The first two to three minutes of a fire are critical. The RACE formula below will help you to respond effectively.

- R - Rescue** persons in area
- A - Alarm** use pull station and dial emergency code ext. 66
- C - Confine** by closing all doors
- E - Extinguish or Evacuate** and leave area

*Take note of the FIRE EXITS and extinguishers nearest to your service area.*

Take note of the **FIRE EXITS** and extinguishers nearest to your workstation. Assume every fire alert is real, and **DO NOT** begin an elevator trip when the fire alarm is sounding. Air vents in elevator shafts mimic a chimney and will draw smoke and flames, and electrical service may be compromised during a fire.

### **Code BLUE – Cardiopulmonary Arrest**

Code Blue means that someone in the hospital has gone into cardiopulmonary arrest. We ask that you stay out of the response team's way, avoiding elevators and staying to the side of hallways and stairways.

### **Code PINK – Infant Abduction**

In response to code pink, observe ALL people for unusual clothing or packages. Abductors could be dressed in a hospital or volunteer uniform.

### **Code BLACK – Bomb Threat**

If you receive a telephone bomb threat, try to stay calm and do not excite others. If you have a phone equipped with caller ID, write down the phone number. If possible, ask the caller where the bomb is, type of bomb, description of bomb and when it will go off. Try to keep the caller on the phone, and have someone else call to report the emergency. **Look around your own work area for any unusual items that are out of place, but do not touch or move them.** Do not use pagers, radios or cell phones.

### **Code GREY – Disruptive/Aggressive Person**

### **Code SILVER – Active Shooter**

Someone is in the facility and is shooting.

### **Code GREEN – Activation of Emergency Operations/Disaster Plan**

### **Code ORANGE – Activation of Hazmat or Bioterrorism**

### **Code YELLOW – Facility Lockdown**

### **Code WHITE – Hostage Situation**

An **All Clear** message will come over the loudspeaker when codes have been resolved. You will receive an emergency badge to hang behind your volunteer ID badge when you begin volunteering. This badge identifies all emergency codes for your reference.

# Emergency Management: Natural Disaster, Mass Casualty

**The role of volunteers is dependent upon the type of disaster/mass casualty situation.** If the hospital itself is in harm's way (hurricane, etc.), volunteers ARE NOT to come into the facility. Volunteer duties are SUSPENDED until the facility is out of danger. All BayCare hospitals now use the same Emergency Codes. CODE GREEN is Activation of Emergency Operations-Disaster Plan. Any disaster—severe weather, mass casualty situation, etc.—is designated by this code. The code will be called with the specific disaster stated, i.e., CODE GREEN WEATHER.

In mass casualty situations where the hospital is RECEIVING large numbers of victims, volunteers may be called into duty. Key roles include runners and transporters. When a CODE GREEN (Mass Casualty Disaster) is called, those already in the hospital should report directly to the Volunteer

Resources Office for deployment (Work Pool at South Florida Baptist Hospital). Additional volunteers may be called in if needed. Make sure to wear your uniform and ID name badge if coming in from home.

**Security should be called (dial 0) if you see questionable people within the facility or observe any security issue. In case of emergency, dial 66.**

*To access Security within our hospitals, dial "0" on any telephone and alert the operator to inform Security or have Security respond as required.*

## Proper Body Mechanics

Recognize the leading risk factors for back injury:

- Poor posture
- Poor physical condition
- Sedentary life style



When you lift:

- Bend at your knees, not your waist
- Tighten your abdominal muscles to support your spine
- Keep the objects close to your body
- Use your leg muscles as you lift

*Volunteers do not lift/move patients or heavy objects as part of their volunteer service. Change your posture to fit the task. Remaining in the same posture for extended periods of time leads to discomfort.*

# General Volunteer Safety

## General Guidelines:

- Wear shoes with non-skid soles and walk, don't run.
- Look for and report slippery or wet areas to Environmental Services.
- Do not leave cabinet doors or drawers open.
- Report loose tiles or carpet.
- Report broken equipment, such as wheelchairs, immediately to Facility Services or Engineering.
- Volunteers do not transport patients with IV fluids infusing and/or oxygen therapy tanks or transport a patient with a running IV or oxygen tank except if a team member is present.

## Elevator Emergencies & Safety

If you are transporting a patient and an emergency occurs, stop the elevator at the nearest unit and immediately call for employee assistance.

*Never leave a patient unattended inside an elevator.  
Never attempt to exit an elevator that has stopped between floors.*

## Electrical Safety - Use these general guidelines:

- **DO NOT** touch anything electrical with wet hands
- **DO NOT** place electrical cords near heat or water
- **DO NOT** use extension cords

## Radioactive Material

Volunteers **NEVER HANDLE RADIOACTIVE MATERIAL** or enter areas where there is radioactive material being used.

## Workplace Violence

Workplace violence is defined as any physical assault, threatening behavior, or verbal abuse occurring in any location where a team member/volunteer performs any work-related duty or service.

BayCare Health System will assure a safe environment for patients, visitors, physicians, team members and volunteers by implementing an effective intervention and response program. Security should be notified if there is an immediate threat of danger. Some facilities may have emergency buttons. Please inquire about your specific location.

## Florida Right-to-Know Law

The Florida Right-to-Know Law was passed in 1985 to ensure that team members and volunteers are given information concerning the nature of toxic substances with which they are working. One provision of the Florida Right-to-Know Law is the Safety Data Sheets which contain information regarding:

- Identity of the chemical
- Name, address, phone number of company making the chemical
- Hazardous ingredients, chemical ID and common names
- The chemical's physical and chemical characteristics
- Recommended safe exposure limits
- Effects of overexposure
- Specific safety precautions

## Wheelchair Safety

The #1 safety measure when using a wheelchair is to make certain the brakes are applied before a patient gets into or out of a chair.

- Keep legs and lap covered properly
- Feet should be on footrests
- Keep blankets/sheets free from wheels
- Unlock wheelchair brakes to transport
- Enter and exit elevators with the large wheels first
- Approach ramps with caution
- Passenger must remain seated until brakes are locked
- Never leave a patient unattended in the chair
- If a chair needs repair, notify or bring it to Facilities Services or Engineering
- Ask for help if you are in doubt of your ability to control chair safely

**Volunteers do not lift patients.** A hospital team member must move patients from the bed to the chair and from the chair to the bed.

*The #1 safety measure when using a wheelchair is to make certain the brakes are applied before a patient gets into or out of a chair.*

# Patient Identification Bracelets and Patient Safety

To ensure safe and appropriate patient care, **EVERY** patient **MUST** have an identification bracelet.

**WHITE Paper** Bracelets = Outpatients

**WHITE Plastic** Bracelets = Inpatients

In addition to these inpatient or outpatient bracelets, if a special circumstance exists, the patients will wear the following color armband:

**RED** Bracelet = Allergy Alert

**GREEN** Bracelet = Elopement Risk

**YELLOW** Bracelet = Fall Risk

**PURPLE** Bracelet = Do Not Resuscitate (DNR)

**BLUE BRACELET** = ID Discrepancy

**RED SOCKS** = Fall Risk

If you see a patient with a **YELLOW** Bracelet or with **RED SOCKS** walking in the hallway, notify the nursing unit immediately.

ALERT	BayCare Colored Wristbands
DO NOT RESUSCITATE	Purple with "DNR" printed on the band
ALLERGY	Red
FALL RISK	Yellow with "Fall Risk" printed on the band
ELOPEMENT RISK	Green with "Elopement" printed on the band
ID DISCREPANCY	Blue

## **Patient Identification**

Use the following guidelines to identify a patient:

- Greet the patient and ask the patient to state his or her first and last name and date of birth. Never say, “Are you Mr. or Mrs. \_\_\_\_\_?”
- Verify first and last name and date of birth by checking the patient’s ID bracelet.
- If the patient is unable to say his/her first and last name, check the patient’s ID bracelet against the chart label. Notify a nurse immediately if there is a discrepancy.
- Never remove a patient’s identification bracelet. ID bracelets will not be removed until the patient is outside the hospital.

## **Patient Restraints**

Occasionally when caring for patients, restraints are used to prevent the patient from hurting himself/herself or others.

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*The volunteers are not to handle patient restraints in any way.*

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## **Victims of Abuse: Reporting**

Team members have a responsibility to report cases of abuse, suspected abuse, neglect or exploitation involving minors or vulnerable adults.

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*If reporting is required, notify your immediate supervisor and call: 1-800-96-ABUSE  
(1-800-962-2873)*

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# Infection Control

## What is OSHA?

The Occupational Safety and Health Administration (**OSHA**) main goal is to promote safe work practices in an effort to minimize incidence of illness and injury experienced while at the facilities. The term hand hygiene refers to both hand washing and the use of organizational approved alcohol hand rubs.

## Standard Precautions

The term "Standard Precautions" refers to a system of infection control practices, which assumes that every direct contact with blood and/or body fluids is potentially infectious.

## Hand Hygiene

The Centers for Disease Control and Prevention (**CDC**) lists hospital acquired infections as one of the top 10 causes of sickness and death in the United States. Proper hand hygiene is the single most important method to prevent the spread of infection. Proper hand hygiene must be performed before and after each patient contact, prior to wearing gloves, and after removing gloves. You must wash your hands with soap and water after smoking, before and after bathroom use, before and after eating, and when your hands are visibly soiled. Alcohol hand rubs may be used when hands are not visibly soiled.

*The best way to protect patients, family, friends, and yourself from infection is to perform proper hand hygiene often.*

## Procedure for Effective Hand Washing:

1. Wet your hands
2. Apply liquid soap
3. Work up lather
4. Rub all surfaces, especially fingers, fingernails and cuticles
5. Wash between fingers and over your wrists
6. Wash for approximately 10-15 seconds
7. Thoroughly rinse your hands with running water from the wrist to the fingertips
8. Dry hands with a paper towel
9. Use paper towel to turn off faucet

## When using organizational approved alcohol-based hand rubs:

1. Apply product to palm of one hand.
2. Rub hands together covering all surfaces of hands and fingers, paying close attention to fingernails, between fingers and the wrist area.
3. Rub until hands are dry.

## **Seasonal Flu**

The seasonal influenza is a contagious respiratory illness caused by influenza viruses. Symptoms include fever, headache, dry cough, runny/stuffy nose, muscle aches, tiredness, sore throat, nausea, vomiting and diarrhea. Flu spreads by droplets caused when coughing/sneezing. Adults are able to infect others one day before getting symptoms and up to seven days after getting symptoms.

Take these respiratory etiquette steps to protect your health and prevent the spread of the flu:

- Cover your nose and mouth with a tissue when you cough or sneeze.  
If a tissue is not available, cough into your sleeve.
- Properly dispose of used tissues
- Perform hand hygiene, especially after you cough or sneeze
- Avoid touching your eyes, nose or mouth
- Keep at least six feet away from anyone who is sick; this practice is referred to as *social distancing*
- Do NOT report for volunteer service and limit contact with others if you come down with flu symptoms.

## **Flu Vaccine Program Requirements**

The flu vaccine is provided at no cost to volunteers and team members.

- Proof of flu vaccine is required by November 30 of each year or upon start date.
- Flu vaccine declination forms must be completed by volunteers annually.
- Volunteers who have not provided proof of flu vaccination OR decline the flu vaccination for any reason will be required to wear a surgical mask as described in the policy between December 1 and March 31.

## **Proof of Flu Vaccination**

- Flu Vaccine Identification Sticker
- The flu sticker will be provided by Employee Health at the time of vaccination. In certain situations, the flu sticker will be provided to certain departments for ease in dispersing to appropriate healthcare workers (i.e. Medical Staff/ Medical Affairs Office).
- The flu sticker will include the year of vaccination. It will be displayed on the BayCare ID above the Team Member /Volunteer picture at all times from December 1 through March 31.

## **Vaccination Outside of BayCare Health System**

- Volunteers who receive a flu shot outside of BayCare must provide Employee Health with approved documentation by November 30 or upon start date. This documentation would be one of the items listed below:
  - A physician's note on a prescription pad or letterhead;
  - Copy of a consent form with name and date of vaccination, immunization record, etc.
  - Receipt for payment, showing the flu vaccination was given
- Flu stickers will be provided upon receipt of approved documentation and volunteers will apply the stickers to their BayCare ID badge as described in above.

## **Personal Protective Equipment: (PPE)**

Personal protective equipment is available in all patient care areas and clinical workstations. PPE includes items such as gloves, masks, gowns and eye shields. **Volunteers should not enter areas requiring PPE unless indicated.**

## **Biomedical Waste**

Biomedical waste is considered any solid or liquid waste that may present a threat of infection to humans or used medical supplies that could potentially contain disease. That includes waste from laboratories, such as live vaccines, tissue, bone and blood samples, bodily fluids or waste from humans or animals, and anything sharp that has been used to break the skin or scrape skin cells. It also includes items such as disposable hospital gowns, latex gloves, catheters and wound dressings.

In short, anything that might have been exposed to samples, bodily fluids or waste of a person or animal that might be diseased. Biomedical waste shall be identified and segregated from other solid waste at the point of origin using red bags and sharps containers.

### **What Should NOT Go in a RED Bag?**

The following items are NOT considered biomedical waste, and do NOT require disposal in a red bag:

- Linens
- Patient belongings
- Equipment , such as oxygen cylinders
- Batteries
- Thermometers
- Sharps or glass
- Trash that the facility has defined as recyclable or non-biomedical

Community members are given the opportunity to bring in their used needles (sharps) for safe disposal. Direct them to the Emergency Room for disposal.

***Biomedical waste will be placed in RED BAGS.  
Volunteers do NOT pick up or handle red bags or used sharps containers.***

## **Isolation Rooms**

Isolation rooms are identified by a special **ISOLATION** sign. Volunteers may **NOT** enter isolation rooms unless indicated as a trained competency within their volunteer service guideline.

***Isolation rooms are identified by a special ISOLATION sign. Volunteers may NOT enter isolation rooms unless indicated***

## **Mycobacterium Tuberculosis (TB)**

Tuberculosis (TB) is a microorganism that can be transmitted from person to person by airborne droplets that are expelled when an untreated person breathes, coughs, laughs or sneezes. Symptoms include: unexplained productive cough lasting more than two weeks, fever, night sweats and chills, loss of appetite, weight loss, bloody sputum, fatigue and chest pain.

## **Spills**

Before cleaning up ANY spills, be sure to use standard precautions. Ask a team member for assistance if you have any questions regarding the identity of the spill.

## **Lab Specimens**

Specimens must be placed in a labeled, leak-proof plastic biohazard bag before transporting to the lab. Volunteers may **NOT** transport specimens that are **IMPROPERLY** sealed. Do not wear rubber gloves to transport a specimen from one area to another.

## **Artificial Nails**

Artificial nails have been found to contribute to the spread of infection. The Centers for Disease Control (CDC) and the Joint Commission recommend that those having direct contact with patients do not wear any type of artificial nails including extenders, wraps, gels, or acrylics.

*Artificial nails have been found to contribute to the spread of infection.*

## **The Joint Commission**

The Joint Commission is one of the organizations BayCare uses for accreditation. Surveys are conducted on an unannounced basis, at least once in a three year period. The purpose of the survey is to ensure that participating health care facilities comply with a high standard of quality care. If you have quality of care or safety concerns, alert a Volunteer Resources Team Member for immediate assistance. If you feel your concerns have not been addressed you may contact the Joint Commission Office of Quality Monitoring by emailing [complaint@jointcommission.org](mailto:complaint@jointcommission.org) or calling 1-800-994-6610. You can report legitimate safety concerns and quality of care concerns to The Joint Commission without fear of disciplinary or punitive actions.