

# Welcome

Welcome to St. Luke's University Health Network! As a volunteer you will be assisting in our commitment to providing the best possible health care to our patients and members of the community. Our volunteers find their experience valuable as we recognize each person as an appreciated member of the healthcare team! Volunteers make a difference to patients, staff and visitors while contributing their time and talents, learn new skills, explore careers, build new relationships or give back to the hospital for a positive personal experience as they reach out and help others in need. Regardless of the reason or assistance provided, we appreciate each and every volunteer!

This handbook and other educational materials are to help familiarize you with our organization. Please read and become familiar with the information before your orientation. While it is not all-inclusive, it will provide a good foundation. **A post-test is included** for our high school and college student volunteers completion prior to attending orientation.

Our volunteers' contributions are vital in carrying out the mission of our hospitals. We know you will find it a rewarding experience.

Thank you for joining our team.

## BETHLEHEM



**St. Luke's University Hospital – Bethlehem**  
(Lehigh County)

Total Admissions:	20,513
ER Visits:	44,452

## ALLENTOWN



**St. Luke's Allentown Campus**  
(Lehigh County)

Total Admissions:	13,015
ER Visits:	53,853

## ANDERSON



**St. Luke's Anderson Campus**  
(Northampton County)

Total Admissions:	17,745
ER Visits:	43,650

## CARBON



**St. Luke's Carbon Campus**  
(Carbon County)

Total Admissions:	3,344
ER Visits:	21,120

## EASTON



**St. Luke's Easton Campus**  
(Northampton County)

Total Admissions:	2,181
ER Visits:	21,529

## GEISINGER ST. LUKE'S



**Geisinger St. Luke's Hospital**  
(Schuylkill County)

Total Admissions:	3,789
ER Visits:	21,816

## MINERS



**St. Luke's Miners Campus**  
(Schuylkill County)

Total Admissions:	3,154
ER Visits:	20,681

## MONROE



**St. Luke's Monroe Campus**  
(Monroe County)

Total Admissions:	9,170
ER Visits:	48,162

## SACRED HEART



**St. Luke's Sacred Heart Campus**  
(Lehigh County)

Total Admissions:	4,574
ER Visits:	26,834

## UPPER BUCKS



**St. Luke's Upper Bucks Campus**  
(Bucks County)

Total Admissions:	5,851
ER Visits:	21,786

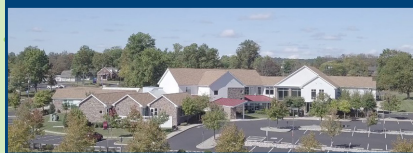
## WARREN



**St. Luke's Warren Campus**  
(Warren County, NJ)

Total Admissions:	5,206
ER Visits:	26,226

## PENN FOUNDATION, LEHIGHTON AND QUAKERTOWN



**Region's largest network of  
behavioral health services.**

# ST. LUKE'S UNIVERSITY HEALTH NETWORK



St. Luke's University Health Network includes 23 Care Now walk-in locations, various outpatient testing and service facilities, the region's only medical school campus, largest hospital-based EMS unit in Pennsylvania and various other health care services, including hospice and home health.

St. Luke's vision is to achieve top decile performance in clinical quality and safety measures, provide exceptional service and be perceived as EASY to use by everyone accessing our services.

The Network's flagship University Hospital has earned the 100 Top Major Teaching Hospital designation from Fortune/Merative 10 times total and eight years in a row, including in 2022 when it was identified as THE #2 TEACHING HOSPITAL IN THE COUNTRY. In 2021, St. Luke's was identified as one of the 15 Top Health Systems nationally.

Clinically integrated St. Luke's Care Network comprises St. Luke's-owned practices with 1,900 physicians, nurse practitioners and physician assistants, and independent practices with 480 physicians, nurse practitioners and physician assistants.

The Network has also been routinely honored by a multitude of other organizations, including *U.S. News & World Report* in its annual listings of *America's Best Hospitals and Hospital Top Performance*.

## Areas of exceptional medical expertise include:

- Largest network of trauma centers in Pennsylvania (7)
- Cardiology/Cardiovascular Surgery
- Oncology
- Orthopedics
- Neuroscience
- Robotic/Minimally Invasive Surgery
- Radiology
- Obstetrics/Perinatal Care
- Bariatric Surgery
- Hernia Surgery

90,653 annual admissions & observations

350,345 annual emergency room visits

18,000+ employees, region's second largest employer

1,900 doctors and advanced practitioners\*

1,798 volunteers

*\*Representing more than 100 specialties (90 percent of physicians are board-certified)*

## Medical Education

An exceptional commitment to the advancement of medical education has been at the core of St. Luke's since its inception in 1872. St. Luke's is one of only 400 members of the prestigious Council of Teaching Hospitals.



In response to the shortage of physicians facing our nation, St. Luke's and the Lewis Katz School of Medicine partnered to develop the first and only four-year medical school campus in the Lehigh Valley. Students study at St. Luke's University Hospital in Bethlehem. The inaugural class graduated in 2015. St. Luke's expects to graduate 300 physicians in 10 years and to retain 150 (50 percent) in the Lehigh Valley region.

St. Luke's offers more than 419 intern/resident/fellowship positions in 45 accredited programs. Teaching staff hold faculty appointments at the Lewis Katz School of Medicine, The University of Pennsylvania and Philadelphia College of Osteopathic Medicine.

Additionally, St. Luke's School of Nursing is the nation's longest continuously operating nursing school. The fully accredited, 20-month program currently enrolls 150+ students. St. Luke's is also a major allied health training site. More than 200 students representing 22 colleges, universities and technical institutes annually spend 55,000+ hours at St. Luke's.



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### **Volunteer Services Mission Statement**

Our mission is to provide competent and caring volunteers with meaningful service opportunities that support the mission of the St. Luke's University Health Network.

Volunteering has many benefits, some are personal and intrinsic with others being more tangible. A few personal benefits many volunteers often enjoy are making a difference by helping others, meeting new people, giving students the opportunity to learn more about the professional environment and enhancing or using valuable skills!

We want our volunteers to have an enjoyable time while feeling a great sense of appreciation for their time and efforts!

### **The Diversity of St. Luke's Volunteers**

We pride ourselves on the diversity of our team, which is a reflection of the communities we serve.

Our Student Program consists of Junior (14 + years old) and College Volunteers. Our student volunteer program offers students the opportunity to learn more about the varied healthcare careers and professional expectations they will encounter when entering the work environment. To help prepare students for future professional experiences, we do expect they communicate directly with our department (verbally or email) with questions, scheduling conflicts, etc.

Adult volunteers come from various backgrounds and of all ages with the common goal in mind to help our patients, staff and/or visitors. Adult volunteers support various areas, ranging from in and out patient nursing floors, the gift shop, patient information center and more.

### **What's involved with becoming a St. Luke's Volunteer...**

As you have already experienced, each volunteer is interviewed by a member of the Volunteer Department, giving us the opportunity to learn more about you and your interests, which allows us to match you to the best assignment. It is important we ensure each person is mature and able to independently perform their tasks safely in their assigned area, are reliable and accepting of hospital regulations. **Our goal** is to provide each volunteer with a meaningful assignment which best utilizes your skills and talents. If that perfect match is not made initially, we will work hard to find it!

During the orientation session, this handbook and additional educational materials will be reviewed to highlight important topics, such as our safety codes and customer service. Once all clearances are on file in the Volunteer Office and you have participated in an orientation we will arrange your first day. An assignment guide, detailing the duties to be performed, educational, physical and sensory requirements, etc, will be reviewed during the training, providing an overview and orientation to the assignment and department.

It is important you do not go beyond the duties outlined in the assignment guide, orientation or educational materials supplied to you. If you feel you are being asked to perform a task you were not trained for or is something you should not perform, do not perform that task! Instead, kindly alert the staff and they will either provide the proper training or complete the task themselves.

We recognize there will be times when a volunteer will need to discontinue their service with our organization. If that time should come, please return your name badge and meal card. A print out of the hours you have contributed is available upon request, provided the minimum hour requirement has been met.

### **How you help our patients - PCRAFT**

Volunteers are a valuable resource to our organization as you provide that “extra touch” by easing the patient’s hospital visit or overnight stay or assisting staffing, giving them the opportunity to spend more time with patients. Whether assisting staff or patients, the end result provides patients with the best care.

#### **Pride: Our organizational care is as good as we look.**

- Have enthusiasm and passion in your daily interactions!
- Speak positively about fellow co-workers and St. Luke’s Services.
- Maintain a clean and neat appearance.
- Follow the dress code.

#### **Caring: Our care starts with YOU!**

- Display a positive attitude by smiling before you walk into the organization.
- Have empathy and compassion for all, be cognizant of others personal struggles.
- Use AIDET in all settings, including meetings and patient/visitor interactions.
- Slow down, give your patient, visitor or co-worker your undivided attention.
- “STOP” before every interaction with patients, visitors and co-workers. **Stop**, Take a moment, **Observe** what is happening and then **Proceed**.

#### **Respect: Make others feel special!**

- Put away personal cell phones, do not use them in the hallways or displayed during patient/visitor/employee interaction.
- Answer the telephone with a smile and a positive attitude.
- Make eye contact with and verbally greet others.
- Visually acknowledge people even when you are busy with something else.
- Greet all individuals (including staff) as you pass them.

#### **Accountability: Action + Response = Outcome!**

- Be responsible for your own actions and encourage others.
- Acknowledge (peer to peer or supervisor to peer) employees doing the right thing.
- All employees are empowered to share positive or constructive feedback with others.
- Use mistakes as teaching moments.
- Create a sense of urgency in caring for our patients to reduce wait times. Their time is just as important as our time.
- Keep people up to date with wait times and provide people with an estimated delay. (scripted)

#### **Flexibility: What can you do to make a difference?**

- Tailor your approach – not all patients, staff or visitors are the same.
- Use critical decision making to find an alternate solution.
- Listen to our patients and hear what they want or need – what might be small to you might be huge to our patients.
- Go outside of your normal job to make a big impact to others.

#### **Teamwork: How are you valuable to your team?**

- “Manage up” to the next person our patients, visitors or employees will be working with next.
- Look for opportunities to be valuable to others, ask your team to see what you can do to help.
- Find something daily outside of your regular routine that will help benefit your team or the organization.
- Speak with all individuals waiting for your or your team’s time and give a specific timeframe on when they will be accommodated.



### **Our commitment to each other as volunteers and employees**

- We are teammates! Cooperate and support one another.
- Follow through. Do what you say you will do and alert others if you are unable to complete a task.
- Welcome, help, and mentor newcomers.
- Treat everyone as a professional. Recognize that everyone has an area of expertise. Share knowledge with others as appropriate.



**AIDET** is the most simple and effective way to provide great customer service to anyone you interact with. Our hospital developed the concept “Every Patient, Every Time”, meaning every interaction with a patient, family member or visitor was an opportunity to create a welcoming and safe environment and be consistent in a large, culturally and generationally diverse organization.

**A**     Acknowledge: Make eye contact, smile, let the patient know you are available for them

**I**     Introduce: Self, staff, extend a warm welcome, offer assistance

**D**     Duration: Reduce anxiety by establishing time expectations; ask staff to help define time

**E**     Explanation: Explain in understandable terms what will happen, what to expect

**T**     Thank you: Thank the patient for choosing our hospital for their health care

Our hospital, like most hospitals in the United States, participates in the CMS (Center for Medicare/Medicaid Services) patient satisfaction survey called HCAHPS (Hospital Consumer Assessment of Healthcare Professionals and Systems). CMS determines our Medicare reimbursement based on our patient satisfaction scores, along with many other quality indicators. Everyone at St. Luke’s has a responsibility in helping provide great patient satisfaction.

As a volunteer, you can have a tremendous impact on customer service and how our patients feel about their stay at St. Luke’s Hospital. Your impact is memorable by asking patients and visitors if they need help finding their department and personally escorting them to their destination; spending time talking with patients and providing them with basic comfort items, such as blankets, pillows, fresh water and a quiet healing environment. We also encourage volunteers to ask every patient, every time if there is anything else you can do during your interaction and wish them well while thanking them for choosing St. Luke’s as they leave. Patients will be more inclined to mark “always” when scoring their survey when we use AIDET with “**Every patient, every time.**”

### **Tips to provide great customer service**

#### *Friendly at 10 & 5:*

- Acknowledge visitors with a friendly smile at 10 feet and a verbal greeting at 5 feet.
- At ten feet, acknowledge by making eye contact and smiling
- At five feet, greet with a *Hi, Hello, Good Morning, etc.*
- Go the extra mile and help with directions. If someone appears lost, stop and ask, “*Can I help you?*”
- If they do need help, escort them to their location to within two directional steps, or find someone who can.

#### *Entering Elevators*

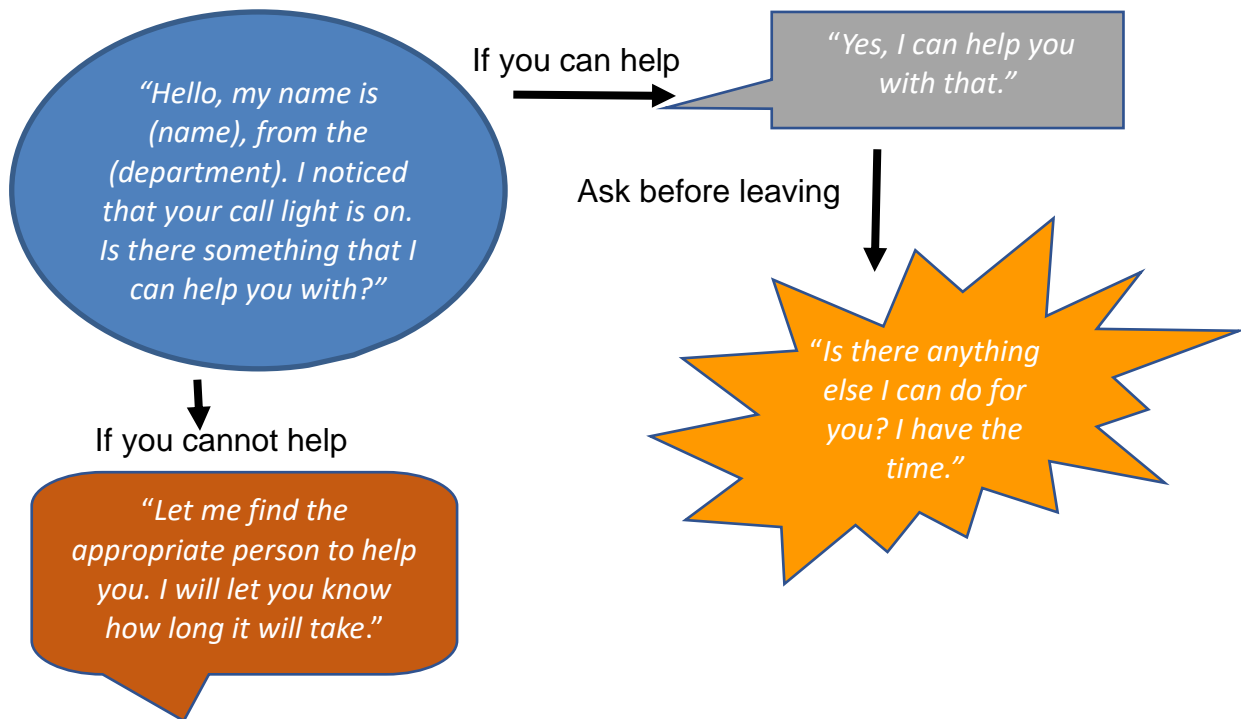
- Hold the door open for approaching passengers
- Always smile and speak with fellow passengers
- When transporting patients in wheelchairs, always face them toward the door and exit with care
- Wait until those on the elevator exit before entering
- Step aside or go to the back to make room for others

- Allow guests to enter the elevator first.

*Answering Call Bells is everyone's responsibility*

- Some areas volunteers can help with when answering a call bell include:
  - Reposition call light, telephone, bedside table, chairs, trash can, tissues or other personal items within reach.
  - Assist with making phone calls or answering the telephone.
  - Change TV channels or turn the TV on or off.
  - Turn lights on or off.
  - Obtain personal items such as blanket, pillow, towel, washcloth, slippers, and toiletries.
  - Obtain other items such as pens, pencils, books, magazines, etc.
  - Open and/or close privacy curtains.
  - Reduce clutter.

***Here are some key words to use when answering call bells:***



***Living our values and doing the right thing will continue to make our patients and visitors our top priority!***

### **Important Guidelines to follow:**

#### **Absences**

Volunteers are a valuable resource for hospital staff and we rely on our volunteers dependability. Planning in advance for absences whenever possible helps make ensure consistent volunteer coverage.

*Pre-planned time off:* The dates should be recorded at the Volunteer Touchscreen while signing in or out or by calling/emailing the volunteer coordinator.

*Unexpected illnesses or emergencies* please call/email your volunteer coordinator as soon as possible. Those volunteers scheduled on a weekend or holiday, please call the assigned department

#### **Reporting Accidents/Incidents**

All Volunteers have the responsibility to report any accident or incident within St. Luke's University Health Network in which they were directly involved or were an eyewitness. No matter how minor the problem appears to be, the incident or accident needs to be documented immediately by a staff member.



If a volunteer experiences an injury:

- If the injury is severe a medical emergency should be called. The medical emergency team shall evaluate the volunteer and transport to the Emergency Department if necessary. Security will investigate and document the injury and notify the Volunteer Department.
- If the injury is not severe, a responsible staff member will contact Security who will investigate and document the injury and contact the Volunteer Department. If necessary, the volunteer will be escorted to the Emergency Department for treatment.

In either case and the injury determined to be the responsibility of St. Luke's while volunteering during the scheduled time, he/she will be registered in the Emergency Room as a visitor with a "volunteer" notation.

- The bills for the Emergency Room fees and attending ER physician fees will be submitted to the volunteer's insurance carrier.
- The non-reimbursed portion of the bill will be covered by the hospital if appropriate, provided the volunteer was performing duties as outlined in the volunteer assignment guide.
- Volunteers without medical insurance coverage may be asked to apply for medical assistance.

Volunteers who experience a medical issue/illness while volunteering will be treated as a visitor with a recommendation to be evaluated by their Primary Care Provider. Medical issues/illnesses that require immediate care while in the hospital will be handled as a "medical emergency" with the hospital based medical emergency response team responding and providing emergent care as needed. For those off-site with a Care Now available should be seen as a visitor, those without a Care Now with an emergent need, 9-1-1 should be dialed.

If a volunteer witnesses an accident, it is important to report the accident, either calling the emergency phone number, 5555, or reporting it to a staff member. No matter how small the injury, reporting it to staff is very important to ensure it is documented.

### Assignment Guides

All volunteers are given an assignment guide on the first day they volunteer, detailing all duties a volunteer will perform, physical and sensory requirements, potential on the job risks, etc. Department liaisons review the information on the assignment guide with the volunteer and sign the statement of responsibility. The volunteer returns the assignment guide to the Volunteer Office at the end of the first day.

### Breaks

All volunteers are welcome to take a break up to 10 minutes during a 3 – 4 hour shift. Volunteers who work an 8 hour day are welcome to take up to 30 minutes. Please ask staff to share when the best time to take a break and then alert the department prior to leaving. If you are volunteering with a partner, it is best arrange breaks at different times to ensure volunteer coverage is continuous.

### Communication

Communication is very important to help keep volunteers up-to-date about changes in departmental or hospital policies as well as provide other information relevant to volunteering for St. Luke's. Updates will be sent via email and posted at the Volunteer Touchscreen, as appropriate.

We love receiving feedback from our volunteers! A survey will be sent after the first few shifts in a new assignment and several weeks thereafter to evaluate volunteer satisfaction and potential concerns. We also welcome any feedback/recommendations on services provided at St. Luke's – you represent our community and want to make sure the services offered at St. Luke's are the best!

### Confidentiality

Patients, staff and visitors have a right to expect that all medical, personal and financial information be kept confidential. Volunteers might have access to this information and are expected to not discuss anything they see, hear or read concerning a patient or other aspects within St. Luke's with anyone. This includes not taking **any photos or videos**, sharing information with other volunteers, staff, family members or friends. It's also important to consider social media activity (Facebook, Twitter, Instagram, etc.) and ensuring information about your volunteer activities or patient information is not "posted" or "shared" for any reason. Concerns about hospital activities should be brought to the Volunteer Office, not socialized. **A violation of this policy is cause for immediate dismissal.**

### Dependability

Volunteers are to be dependable with their scheduled shifts, arriving in uniform at the hospital prior to the start of the shift. It is important to allow for enough time to sign in and report to your assigned department, remaining for the duration of your scheduled timeframe. When requested to complete a task outside of the assigned department, please perform the task and return directly to the assigned department. Volunteers should notify their contact when leaving for a break or at the end of their shift and not wander to other areas of the building.

### Dismissal

Volunteers who do not comply with the policies and procedures of St. Luke's and Volunteer Services or who do not satisfactorily perform their volunteer assignment are subject to dismissal and may be released from their assignment(s) at any time at the discretion of the Network. Possible grounds for dismissal may include, but are not limited to, the following:

- Breach of confidentiality or refusal to sign the Confidentiality Statement.
- Falsified information on application.
- Harassment or mistreatment of patients, staff or other volunteers.
- Offering medical advice or opinion to a patient.
- Reporting for work under the influence of illegal drugs or alcohol.
- Possession or selling of illegal drugs or alcohol.
- Possession of weapons on hospital property.
- Theft or destruction of hospital property.
- Repeated absences or tardiness.
- Taking photos/videos while on St. Luke's premises.
- Failure to follow or refusal to follow assignment guide, hospital or department policies.
- Accepting gifts or gratuities from patients.
- *Junior Volunteers and College Students:* refusal to sign the Statement of Commitment form and comply with stated hour requirements. If the Junior or College Volunteer chooses to discontinue their volunteer service before the minimum hour requirement has been met, the hours will **not** be submitted as requested by the student or school.

When there is a problem with the volunteer's quality of work, the first step is a discussion of the issue with a verbal request for improvement. The second incident will result in a written request for improvement, and a third incident may require the dismissal of the volunteer.

### Dress code and personal appearance

St. Luke's University Health Network volunteers are members of the hospitals' health care teams. Volunteers are expected to wear a uniform with a conservative standard of attire and appearance. Attire must be *clean and fit properly*. The length of skirts must be appropriate and in good taste. *Please remember to wear washable clothing and launder your uniform top on a regular basis.*

- **WOMEN:** navy uniform top, polo shirt or a jacket with a neutral-colored shirt with black, navy, white or khaki pants, skirts or Capri's (both at least knee length). Socks with comfortable closed-toe sneakers or rubber-soled shoes.
- **MEN:** navy polo shirt to wear with black, navy, white or khaki slacks with socks and sneakers or rubber-soled shoes.
- **High School students** are provided a red polo shirt to wear with black, navy, white or khaki pants. Girls may also wear Capri's or skirts, both at least knee length (or longer). All must wear sneakers or rubber-soled shoes with socks.
- **Not permitted:** any color of denim, shorts, sheer or revealing blouses, shoes with holes (open toe or crocs) or sandals.

**NAME BADGES:** all volunteers are provided a name badge, to be worn on the upper right side of the shirt, clearly visible and not at or below waist level.

### **PERSONAL APPEARANCE**

- Shoulder-length or longer hair should be pulled back away from the face for a professional appearance. Hair should be clean, neat and no unconventional hair dyes are permitted.
- Facial hair should be neatly trimmed.
- Thoughtful attention to personal hygiene and cleanliness is essential in a hospital environment. Volunteers should not wear cologne, perfume or after-shave lotion.
- Chewing gum is not acceptable.
- For safety and appearance reasons, volunteers are asked to wear no more than two earrings per ear, smaller than a quarter and limit excessive jewelry.
- Facial/body-piercing sites must be completely covered, as well as tattoos and other forms of body art.
- Volunteers involved in direct care are not permitted to wear artificial nails. Polished fingernails are acceptable if done in good taste.

It is important that all St. Luke's University Health Network volunteers make a favorable impression. The effect of personal appearance on patients, visitors and staff cannot be overestimated. **Remember the 7/11 Rule – in 7 seconds a person will form 11 impressions of you and the organization.**

### Education/Training

It is important to ensure all volunteers feel comfortable with the tasks they are to perform and Network Policies and Procedures. To do so, we have several educational components volunteers will complete upon starting the volunteer assignment and/or annually thereafter.

Competencies: Volunteers are to adequately perform tasks relating to their volunteer position (e.g. correct use of a wheelchair). Competencies, i.e. doing a task correctly, are typically observed and reviewed to ensure volunteers are upholding all safety standards and identify areas of improvement.

Network Essentials – Volunteer Edition At the time of their orientation, and annually thereafter, volunteers are required to read the Network Essentials – Volunteer Edition, the St. Luke's University Health Network's mandatory education newsletter, specific to volunteers, and complete a post-test.

HIPAA: The Health Insurance Portability and Accountability Act of 1996 is an important federal law that affects how our organization handles confidential patient health information. It is intended to protect the confidentiality and privacy of Protected Health Information or PHI. As volunteers, your concern with HIPAA regulations will center around PATIENT PRIVACY. *Any information that can identify a patient is considered*

*“Protected Health Information”*. Sharing this information is a violation of the regulations. Since HIPAA applies to all medical facilities, all staff and volunteers must comply with the laws.

- When carrying patient information, volunteers should put it in a folder, cover the top sheet with a blank piece of paper or turn upside down to hide the patient information.
- Conversations with patients should not include questions about their diagnosis, their doctor, their insurance coverage or anything else that deals with their health.
- Volunteers should avoid listening to medical information being discussed between the patient and staff.
- If volunteers need to know something to complete a task, an authorized person will provide the minimum information necessary to do the task. Employees and volunteers are on a “need to know” basis. Looking up information concerning friends or acquaintances on a computer or the alphabetical census report is a violation of HIPAA.
- Patients have the right to not have their patient information disclosed to people, unless they want someone to know.
- Only members of the “workforce” who need to know the information to perform their duties should have access to computer systems. Access should be determined on the minimum necessary information needed.
- Computer passwords should be kept confidential.
- Education will be an ongoing process to maintain the privacy of patients while continuing to provide quality patient care.

When discussing patient situations Volunteers must always remember **WHAT** they are saying, **WHERE** they are saying it, and **TO WHOM** they are speaking. These three **W’s** can determine whether or not a volunteer is being compliant with the HIPAA regulations.

#### Emergency Codes

To report an emergency, dial the emergency number, 5555, state the appropriate code name and location. Volunteers should report to their supervisor for further instructions in an emergency.

<b>Code Announced</b>	<b>Situation/Condition</b>
Active Shooter	Dangerous Situation – stay away
Code Red	Fire, follow <b>RACE*</b>
Mass Casualty Event	Mass Casualty in the community
Code Adam - Infant or Child Abduction	Volunteers report to stairwells, elevators, lobby to watch for anyone carrying a child. Ask them to speak to security. If they refuse, take a description and alert security.
Control Team	Combative person, assistance required
Medical Emergency	Visitor/outpatient in need of medical assistance
Code Blue	Patient in cardiac arrest
Bomb threat	Bomb threat
Facility Alert	Disaster in hospital requiring evacuation of a specified area of the hospital
Rapid Response	Patient experiencing symptoms that may lead to medical distress

#### Fire Safety

St. Luke’s University Health Network maintains a continuous state of fire readiness capable of handling any fire situation in such a manner as to provide maximum safety for patient, visitor, volunteer, staff and facility safety.

Volunteers are not expected to fight a fire. However, **it is the responsibility of every volunteer on each campus to know the location of alarm stations, fire extinguishers, evacuation routes and procedures.** Elevators cannot be used during drills or fires. When fire alarms are activated, patient room doors are to be closed to prevent smoke entering the room, leaving the patient vulnerable to inhale. Studies have shown that smoke inhalation is the leading cause of fatalities in respect to hospital fire situations. Volunteers who are on a patient unit are asked to assist staff in closing all doors to patient rooms when a fire alarm has sounded.

Health care fires present a unique challenge to responding staff because many of our patients are unable to ambulate on their own, thus relying on us to rescue them from the fire or smoke. To help protect our patients, visitors, staff, and yourself, take the following

**R:** Rescue

**A:** Alarm

**C:** Contain

**E:** Evacuate

#### Library (Allentown, Bethlehem, only)

The medical library, which includes medical texts, journals and magazines, is open to volunteers. Volunteers may use this material for reference and study provided the volunteer is wearing his/her name tag.

#### Parking

Volunteer parking will be reviewed while arranging your first day. We ask volunteers leave parking spaces closer to the building for patients and visitors. Please let us know if special accommodations are needed.

#### Personal Devices

Personal mobile/cell phones and laptops/touchpads (i.e. your personal laptop or ipad) **are not** to be used while volunteering in the hospital. These communication devices may cause problems with some hospital equipment and increase the risk of theft. **Your personal phone may be used in hospital lobbies or outside only. In the event of an emergency and your loved one needs to reach you, the Volunteer Office can be contacted at 484-526-4600, ext. 2 and we will locate the volunteer.**

#### Reassignment

If a volunteer is not satisfied with an assignment after a reasonable amount of training time or desires another department, he/she should consult your campus Volunteer Coordinator regarding a possible transfer.

#### Recognition

Appreciating our volunteers is important to St. Luke's as it gives us an opportunity to thank you for your hard work and dedication. All volunteers are always invited to hospital wide employee celebrations. We encourage you to join us at these events so we can express our appreciation for your dedication and hard work!

#### Smoking

Smoking is not permitted at or on any St. Luke's facility. Volunteers (or their family members) who do smoke should ensure their uniform or personal hygiene does not smell of smoke.

#### Solicitation

No matter how worthy the cause, volunteers may not solicit staff, patients or other volunteers, or promote support for any group or organization by distributing literature, selling merchandise or raising funds within the hospital. Sharing personal religious beliefs or distributing religious materials are not permitted.

#### Speech and Hearing Impairments

SLUHN provides communication devices to meet the needs of patients or their companions who are deaf, hard-of-hearing or have speech impairments. Volunteers should directly face the patient and, if necessary raise their voices to communicate. If this method is not successful, staff should be notified and they will communicate with appropriate communication devices.

### Supervision

All volunteers are responsible to both Volunteer Services and the assigned department staff member. Volunteers must follow instructions provided and **should not take initiative in performing unauthorized services**. If you aren't sure of the requested task, please ask the staff member in charge of the department. What may seem minor to a volunteer may have significance to the patient or assigned department.

### Volunteer Hour Reporting

All volunteers are to sign in/out on a daily basis with the Volunteer Department. This allows us to be aware of who is in the building and report to administration the incredible efforts provided by our volunteers.

### On Campus Volunteers

Volunteers assigned to any of our hospital locations or VNA/Hospice should sign in/out at the Volunteer Touchscreen.

Off Campus Volunteers ( i.e. those not scheduled at a hospital campus) will be provided an alternative method at the orientation.

### Valuables

Volunteers are discouraged from bringing any valuables to the hospital when they are working. The hospital is not responsible for items lost or stolen. Please do not bring laptops, expensive cell phones, jewelry, jackets to the hospital as the Volunteer Department does not have an area to secure them. Volunteers are also asked to lock their cars and always keep valuables out of sight.

### Wheelchair safety

Volunteers may be called upon to move a patient in a wheelchair either in an emergency or as one of the duties included in their volunteer assignment. Therefore, all volunteers should be trained to follow the wheelchair guidelines. This will ensure the patient's comfort and safety. All patients being transported in hospital gowns need to be covered.

1. Report to the nursing unit and confirm patient's name to be discharged.
2. Knock and ask permission to enter patient's room. Introduce yourself and verify patient's identity by asking the patient for their name and birthday and verifying the information on the ID bracelet. Explain to the patient where you are taking him/her. Before transporting, ask patient if they can get into and out of the wheelchair with minimal assistance.
3. Lock the wheelchair brakes before seating the patient.
4. Swing leg-rests to the side and/or fold foot and calf rests to provide a clear path for entry.
5. Assist the patient, if necessary, to a standing position and ease them into the seat. Do not attempt to pick up and transfer any patients.
6. Unfold the foot-rests and leg-rests. If needed, gently lift the patient's leg under the ankle and place securely in place on the foot-rest.
7. For a leg in a cast or for a patient's comfort needs, elevate the leg-rest by pulling upward on the frame.
8. When entering an elevator, turn the wheelchair and back into the elevator so the patient is facing the elevator door. Ask other passengers to push the "hold" button while entering and exiting the elevator. The floor of the elevator often is not level with the floor of the building and can be a safety hazard. When this occurs, turn the wheelchair around and exit the elevator backwards if possible.
9. When arriving at your destination, notify hospital staff that the patient has arrived or returned.



10. Lock wheelchair wheels before assisting patient out of the chair.
11. To lower an elevated leg-rest, slowly pull the lever on the outside of the leg-rest upward while holding the leg-rest. Gently lower the leg.
12. Lift the patient's first leg with one hand while with the other hand move the leg-rest and fold foot-rest out of the way. Repeat for the other leg.
13. Assist the patient to a standing position.

#### **SPECIAL PRECAUTIONS**

- Inspect the wheelchair to ensure the brakes work and foot rests are attached. Do not use if broken or parts are missing.
- **NEVER leave a patient in a wheelchair unattended.**
- Patients unable to move themselves or who are confused and lethargic should be handled by staff only.
- A patient's chart may be held by the patient while transporting but must be given to the proper personnel at his/her destination.
- Do not transport a patient with intravenous lines or a patient weighing more than 225 pounds.

## **Keeping our volunteers safe**

### **Infection Control**

Although the risk of exposure to blood-borne pathogens and infectious materials is minimal for volunteers at SLUHN, all are expected to adhere to the following infection control guidelines as stated in the Centers for Disease Control (CDC)'s Standard Precautions for Infection Control:

To help protect our volunteers, staff, patients and visitors, all volunteers and employees will need to complete various Health History requirements prior to their first day.

**It is important to remember if you are sick – do not come in!**

### ***HAND HYGIENE***

Hand washing or using hand sanitizer is one of the most important methods of preventing the transmission of disease and is recommended after:

- Eating any food or drinking any liquid.
- Blowing or wiping his/her nose.
- Using the restroom.
- Transporting a specimen.
- Applying make-up or combing hair.
- Having physical patient contact.
- Removing gloves.
- Leaving the hospital.

### ***PROCEDURE FOR HANDWASHING***

- Wet hands and forearms with warm water. Allow water to run if faucet is hand-operated.
- Apply soap to hands, using friction to rub for 15 – 30 seconds.
- Rinse under running water while holding hands in a downward position.
- Dry hands thoroughly with a paper towel and use paper towel to turn off the hand-operated faucet.

### ***WEARING GLOVES***

Gloves should be worn when touching any potentially contaminated items.

- Change gloves between tasks and procedures and wash hands.
- Remove gloves by pulling them down over the hands. In removing the second glove, handle it only *from the inside* so that you touch only the non-contaminated area.
- Wash hands after both gloves are removed.

**Volunteers are to never touch blood or bodily fluids.**

### ***ISOLATION PRECAUTIONS***

In addition to standard precautions, Volunteers **are not** permitted to enter rooms with Isolation Precautions identified: ***Airborne, Droplet, Contact, & Strict Precautions*** regardless of any current or previous educational or professional training.

**If a staff member asks you to go into a room with any of these precaution signs posted, politely inform the staff that as a volunteer you are not permitted to do so. Special training is required in order to enter any of these precautionary rooms.**

## BODY MECHANICS AND SAFE WAYS TO:

### *STOOP*

1. Stand close to the object.
2. Place the feet apart laterally and one in front of the other so that a broad base is assumed.
3. Lower the body by bending the hips and knees, keeping the trunk straight or only slightly forward from the hip; bring the hand to the object.
4. Do not bend over from the waistline and reach down for the object.

### *LIFT*

1. Grasp the object firmly and as near to its center as possible.
2. Get set for the load.
3. Lift by pushing with the legs, straightening the ankle, knee and hip joints.
4. Keep the load as close to the body as possible during the lift.
5. Do not twist the body. If a change in direction is necessary, turn the body by changing the foot position.

### *CARRY*

1. Keep the back as straight as possible.
2. Keep the load close to the body and centered as much as possible over the pelvis.
3. Set the object down by bending the hips and knees with the back straight and keeping the load close to the body.
4. When two or more are carrying a load, teamwork is important. One should assume leadership and give the orders to assure the necessary coordination.

### *PUSH*

1. Stand close to the object to be moved.
2. Crouch down to the object with the feet apart (one forward, one backward)
3. Place hands near the center of the object to be pushed.
4. Keeping back straight, push with legs in the direction object is to be moved.

### *PULL*

1. Place feet apart but close to the object, allowing enough room to move the object.
2. Grasp the object firmly near its center.
3. Crouch down and lean away from the object.
4. With the back straight, pull by straightening the legs. Allow the legs to do most of the work.

### *REACH*

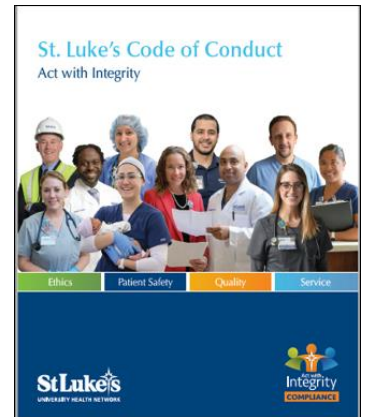
1. Use a footstool whenever possible.
2. Stand close enough to the object as is necessary to keep the body straight.
3. Place the feet apart one slightly in front of the other.
4. Maintain the body straight, bending forward with the legs.
5. Do not reach to the point of straining in an outreaching movement.

## Code of Conduct

Healthcare is full of complex and difficult decisions. The St. Luke's Corporate Code of Conduct is a resource to help guide our actions. As a St. Luke's Volunteer, you are expected to be committed to ethical and honest behavior. All individuals associated with St. Luke's, to include our Board of Trustees and committee members, as well as all employees, physicians, caregivers, contractors, vendors, business partner and volunteers are expected to understand and follow the St. Luke's Code of Conduct. The Code compliments our Compliance Program by including important information about our policies, legal requirements, and business practices. It's a tool to help you do the right thing and act with integrity.

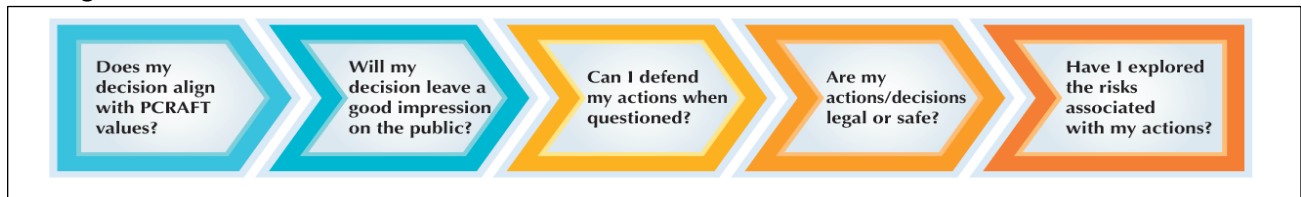
The Code of Conduct can be found on the St. Luke's Compliance page:

<https://www.slhn.org/compliance>



## Acting with Integrity

St. Luke's is deeply committed to honest and ethical behavior and strive to always "act with integrity" when serving our patients and conducting our business. Integrity is the responsibility of everyone who works for the organization. It is ingrained in our culture and evident in everything we do. "Acting with Integrity" is the practice of consistently behaving honestly and ethically. In other words, doing what is right, even when no one is looking. You agree to "act with integrity" but how do you know you've made the right decision?



- If your answer to any of these questions is "no" ... then don't do it!
- If you are unsure how to respond to a particular situation, you can use the St. Luke's reporting options

## St. Luke's Reporting Options

St. Luke's is committed to transparency. We have an open-door policy that allows all employees and volunteers to communicate openly and honestly without fear of retaliation. All St. Luke's Volunteers should feel free to ask questions, seek clarification and promptly report any concerns or misconduct when they happen.

If you have a workplace concern, or if you believe there have been potential violations of rules, policies, laws or our Code of Conduct, you should report it. All reports will be reviewed and investigated, if necessary. St. Luke's also wants you to know that the Non-Retaliation Policy (APPM #253) prohibits retaliation against anyone who, in good faith, makes a report, raises a concern and / or participates in handling or investigating a concern regarding an actual or suspected violation of the Code of Conduct, our policies or applicable laws.

- A- Supervisor or Manager
- B- Volunteer Engagement Specialist, or Designee
- C- Network Compliance Department ([NetworkCompliance@sluhn.org](mailto:NetworkCompliance@sluhn.org))
- D- St. Luke's Compliance Hotline: At 1-855-9ETHICS (1-855-938-4427)  
<https://www.slhn.org/compliance/report-an-issue>

The hotline is operated by an independent third party and is available 365 days a year (24/7). Confidential and anonymous reporting is available.



# Employees you will frequently work with....



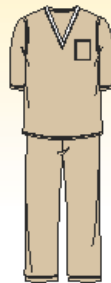
## Network Uniform Standard Uniform Colors



**Nurse**



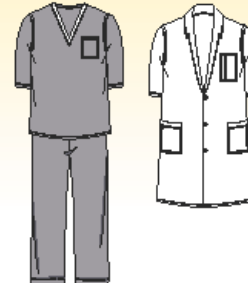
**ED Techs/Unit Clerk/  
PCA/CNA**



**Physical/Speech/  
Occupational  
Therapist**



**Advanced Practitioner**



**Central  
Transport**



**Environmental  
Services**



**Respiratory  
Therapist**



**Radiology Staff/  
Pharmacy Techs/  
Cardiac/Vascular/  
Neurology Testing**



**Laboratory  
Staff**



**Nutrition Services**



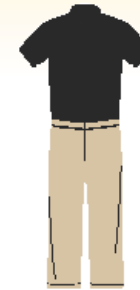
**Patient  
Registration**



**Engineering**



**Security**



**Radiation  
Oncology  
Techs**



**Sleep Lab  
Techs**



# Employees you will frequently work with....

**Unit Clerk:** Responsible for clerical and receptionist duties (answering phone calls, entering medical or clinical orders, copying, faxing putting together/taking apart charts, etc), communication, and computer support within the assigned unit/department.

**Patient Care Assistant (PCA):** Responsible for providing health care to patients. These can include: vital signs, intake and output measurements, EKGs, glucometry, phlebotomy, specimen collection, documentation for all assigned responsibilities, performs out of bed/back to bed as appropriate, accepts responsibility for providing safe, appropriate, quality patient care, communicates changes in patients' conditions and unit concerns with the unit based team, restocks pharmacy supplies and unit supplies as needed, performs 1:1 watches as assigned, performs code cart, defibrillator, equipment checks, and unit specific maintenance duties as appropriate to unit.

**Registered Nurse (RN):** Delivers nursing care for patients across their life span, and through the nursing process, assesses, plans, implements, coordinates, evaluates and documents the effects of care. Works cooperatively with ancillary, nursing and other patient-team personnel to maintain standards for professional nursing practice. On the units there are Nurse Managers, Clinical Coordinators and Charge Nurses who lead staff. Staff Nurses on the units provide direct patient care by providing patients with medication, monitor vitals (as provided by the PCA), assist in moving patients, ensure the medical plan, as directed by the physician or advanced practitioner, is carried out as directed.

**Advanced Practitioner:** As with any other health care professional, the advanced practitioners are charged with being a patient advocate in the medical care system working collaboratively under the supervision of a physician within the Network. Physician Assistants are responsible for assisting in the pre-operative, intra-operative and post-operative care of the patient as well as determining a medical diagnosis and providing prescriptive, medical or therapeutic care. Nurse Practitioners serve as a comprehensive direct health care provider by functioning in the expanded role as a professional nurse by performing acts of medical diagnosis or prescription of medical therapeutic or corrective measures.

**Patient Access Representative:** Responsible for completing the registration process for patients seen at St. Luke's. The PAS representative projects the image of the facility as a customer-oriented organization by providing all customers with accurate information/directions and handle requests in accordance with hospital policy. This includes the collection and accurate data entry of all patient information into the computer system efficiently entering the patient into the Patient Management System or the Patient Tracking Board, point of service cash collection and placement of any corresponding orders and/or charges.

**Pharmacy Tech:** Under the direction of a pharmacist, delivers medications, performs unit dose activities, including filling patient medication orders and cassettes, ADT updates, floor stock orders, outpatient prescriptions, performs routine medication area inspections, maintains records for controlled substances, and utilizes the pharmacy computer system. Assumes IV/Admixture responsibilities including labeling pre-mixed solutions, restocking and ordering solutions and supplies, preparing nutrition solutions, irrigations, anti-neoplastic solutions and extemporaneous compounds.

**Emergency Tech:** Responsible for patient care, transportation, participating in planning, data collection, recognition of changes and communication to other healthcare team members. Performs clinical procedures within scope of practice, such as: EKG's, glucometry, phlebotomy, point of care testing, and collects/sends specimens. Moves patients back to bed as appropriate. Communicates new orders, change in patient's condition, restocks unit supplies as needed. Performs patient observations under the direction and supervision of the RN Applies, maintains and removes immobilization devices prn. Performs CPR.