

Welcome

Welcome to St. Luke's University Health Network. As a community volunteer you will be supporting our community based programs while helping to share to great work our Network provides to our community.

Some volunteers support us in patient care areas, while others support the program by serving in the community. It does not matter what area you select; all tasks are important in helping us meet the needs of our patients, staff, visitors and community members.

This handbook and other educational materials are provided to underscore and supplement the information given during the community based program introduction, provided by the SLUHN's representative leading the program you will participate with. Please read and become familiar with the information before you begin your assignment. While it is not all-inclusive, it will provide a good foundation on the St. Luke's culture and expectations. From time to time updates will be provided to you on important changes. Please read through all of the materials prior to starting your volunteer work and return the attestation form to your St. Luke's representative.

Our volunteers' contributions are vital in carrying out the mission of our Health Network. We know you will find it a rewarding experience and grateful for your participation!

Thank you for joining our team.

St. Luke's Mission:

St. Luke's Mission is to care for the sick and injured regardless of their ability to pay, improve our communities' overall health, and educate our health care professionals.

The mission will be accomplished by the following:

- Making the patient our highest priority.
- Promoting healthy lifestyles and continuously improving care provided to heal the sick and injured.
- Coordinating and integrating services into a seamless, easily accessible system of care.
- Improving the level of service provided throughout the Network.
- Ensuring all health care services are relevant to the needs of the community.
- Striving to maximize the satisfaction of our patients, employees, medical staff and volunteers, and
- Training allied health professionals, nursing and medical students, and residents and fellows and attracting them to practice within our Network's service area.

Our Vision:

We will:

- Achieve top decile performance in national quality measures
- Provide exceptional service and cost-effective care
- Be perceived as easy to use by all who access or provide our services
- Be one of the region's best places to work

Our Values:

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.

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Important topics you should know...

ABSENCES

Volunteers are a valuable resource for hospital staff. The smooth operation of a department is dependent on the coverage of the volunteers assigned to their area. Therefore, it is important for volunteers to plan in advance for absences whenever possible.

Pre-planned time off: The dates should be recorded at the Volunteer Touchscreen while signing in or out or by removing yourself from the schedule in the Volunteer Portal.

Unexpected illnesses or emergencies should be reported (by telephone) to the Department of Volunteer Services office (for evening or weekend assignments, please also notify the assigned department) as soon as possible.

ACCIDENT OR INCIDENT REPORTING

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 while at a non-hospital-based location:

- If the injury is severe/urgent dial 9-1-1. The volunteer should be transported to a St. Luke's Emergency Department as appropriate. Details surrounding the injury should be provided to St. Luke's Security. St. Luke's staff supervising the event should investigate, document the injury and notify Volunteer Services.
- If the injury is not severe but requires medical treatment, the volunteer should seek treatment at a St. Luke's Care Now or Emergency department and provide staff/security with details causing the injury. The St. Luke's community event supervisor should investigate, document the injury and contact Volunteer Services.
- If the volunteer refuses treatment, the St. Luke's community event supervisor should investigate, document the injury and notify Volunteer Services.

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 notify the St. Luke's Community Event supervisor immediately. No matter how small the injury, reporting it to staff is very important to ensure it is documented.

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 representatives of the organization and expected to be appropriate with their standard of attire and appearance. Community based programs will often be held outside and occasionally in the elements. Attire must be *clean* and *fit properly* and in following the direction of the St. Luke's representative overseeing the community based event.

- The SLUHN representative will review the dress code for the events.
- As a general rule for outside events, shorts may be worn, covering approximately $\frac{3}{4}$ of the thigh. Shirts must cover the midriff and back, and have at least a short sleeve, not be revealing or sheer material. Sneakers and socks should be worn. No denim, pants/shorts with rips nor cut offs.
- Clothing should be washable laundered on a regular basis.

NAME BADGES: Volunteers should be 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 important. 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:

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 safety standards. It also identifies areas of improvement.

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

While in the Hospital buildings: 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. Those at community based events and/or outside of a SLUHN building, please dial 9-1-1.

Code Announced	Situation/Condition
Code 45	Dangerous Situation – stay away
Code Red	Fire, follow RACE* & PASS
External Alert	Community Mass Casualty
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, staff assistance needed
Medical Alert	Visitor/outpatient in need of medical assistance

Code Blue	Patient in cardiac arrest
Code 99	Bomb threat
Internal Alert	Disaster in hospital requiring evacuation of a specified area of the hospital

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.

NAME BADGES

All volunteers receive name badges to assist in identifying them to visitors, patients and staff. Hospital policy dictates that badges or other forms of identification must be worn at all times. Badges should always be worn on the right side of the uniform at eye level.

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. Religious tracts and sharing personal religious beliefs are not permitted.

SUPERVISION

Each volunteer enrolled in SLUHN is under the direction of their assigned Campus Volunteer Representative regarding time, assignment, conduct, general policies and volunteer rules. A volunteer is also responsible to the department staff member where he/she is assigned, must follow instructions explicitly, and **should not take initiative in performing unauthorized services.** Volunteers must always consult the nurse or staff member in charge of the volunteers in the department when in doubt about anything! What may seem trivial to a volunteer may have vital significance to the patient or the hospital care they are receiving.

VALUABLES

Volunteers are discouraged from bringing valuables to their volunteer assignment. SLUHN is not responsible for items lost or stolen. Volunteers are also asked to lock their cars and keep valuables out of sight.

Please sign and return the acknowledgement form to the Volunteer Supervisor, verifying you have read the orientation materials.