

X. Volunteer Specific



Benefits

- Meal up to \$5 value on day you volunteer
- 20% discount on gift items in gift shop
- Annual appreciation events
- Discounted wellness membership
- Free vaccination updates
- We value our volunteers! If you are not rewarded in your current role, talk with us; we will place you in an area more suited for you!
- Many more!



Role Model



- **Dress code** – dress neatly/business casual. Wear your Volunteer lanyard/identification badge. No blue jeans/no shorts. Closed toe shoes in patient areas and no colognes. Please refer to your handbook for questions.
- **Smoking** – This a smoke free/tobacco free campus. This includes electronic cigarettes!
- **Advance Notice** – If you ever have to leave your volunteer role, please give as much advance notice as possible for seamless patient care and experience.
- **Absence** – If you cannot be here for your weekly schedule, please secure a substitute to cover for you.
- **Harassment** – Harassment of any type is strictly prohibited. Sexual harassment, harassment based on race, religion, creed, national origin, ancestry, sex, gender, age, disabilities or characteristics covered under federal/state/local law is strictly prohibited.
- **Substance Use** – Reporting to your volunteer role while under the influence of alcohol or any controlled substance is prohibited.
- **Sign in** – Sign in/out every time you volunteer to record accurate volunteer hours.
- **Assistance** – See someone who needs help, is lost or looking confused? Offer assistance and escort everyone to their destination. Please do not give verbal directions, show them the way.

Confidentiality & HIPAA

- You are a representative of Randolph Health when volunteering, we all have a legal and ethical obligation to protect the privacy of all of our patients.
- We take confidentiality very seriously! We expect the same standards from volunteers as paid staff. Do not discuss patients with family or friends.
- Thoroughly read and understand the confidentiality agreement you sign at orientation.
- Do not share passwords with anyone! Log out when away from your computer.
- When volunteering, patient information may only be accessed on a “need to know” basis.
- No hallway, elevator or cafeteria conversations regarding any patient information!
- Please do not hesitate in asking questions if you need clarification on what can and cannot be shared.



Grief Awareness – **TEAR DROP PROGRAM**

- When a family has experienced a newborn/infant death, a teardrop card will be placed on the door of the patient's room. The card is purple with a green leaf that has a tear drop in the middle of the leaf. Please make every effort to lower voices, show respect and be aware of the event that has taken place as the family grieves. See below for more information given to staff for the tear drop program.
- Below is a sample of the card that would be located over the number place of the patient's room. These patients are generally located on the Maternity Services unit or possibly on the MPS unit.
- If you notice this card on the door and have questions, contact a staff member.



Grief Awareness – **BUTTERFLY PROGRAM**

- The beauty of the butterfly for decades has represented the transition between life and death. The transition occurs as the caterpillar forms its cocoon and prepares to leave life as he knows it. Once the transition is complete the beautiful butterfly is born.
- The butterfly will also alert other staff of the journey a patient and family are facing as a Palliative Care patients.



Wheelchair Assistance



Wheelchair/ Transporting Etiquette

- Once trained, volunteers may assist staff with putting the patient into a locked wheelchair.
- Volunteers may not assist patients by themselves, either by lifting or other means of physical contact, in a transfer to a wheelchair.
- Greet patient, identify yourself, and explain to the patient where they are going.
- Always back the wheelchair onto and off of the elevator (or any threshold).
- Talk to the patient. Conversation is good.
- Confidentiality of patient information is expected!
- **Volunteers should NEVER transport a patient alone that has IV fluids or lines.**
- **Volunteers should NOT transport a patient alone that has unsecured oxygen tank.**
- Patients are NEVER left alone while in a wheelchair!

Wheelchair Assistance (cont.)



Wheelchair Operation

- Position the wheelchair close to where the patient is waiting.
 - Before the patient sits down, put the **WHEEL LOCKS** in place. Push up the foot and leg rests. Hold the wheelchair to make sure that it doesn't move.
 - Assist the patient to a sitting position. Put the foot and leg rest down and position their legs appropriately.
 - Have patient keep arms on armrest or on their lap – arms should not be dangling over the side of the wheelchair.
 - Unlock the wheels & you're off!
 - Before the patient gets out of the wheelchair, **ALWAYS** put the locks on.
 - When pushing a wheelchair, be sure to move slowly and steadily.
 - Be careful on turns.
 - Stay to the right of center in hallways – making turns at the center of the intersection of the hallway.
 - Walk close to the back of the chair, keeping both hands on the handles.
 - **ALWAYS** back patients into elevators!
- * Check with nursing staff before getting a patient in or out of the wheelchair, in case more assistance may be needed.**

Wheelchair Assistance (cont.)



Wheelchair Procedure

For Discharges:

- Transport the patient from the nursing unit to the destination. Additional assistance may be required if also transporting a patient's belonging.
- Always place the wheelchair facing the opened door of the car. Hold the chair firmly and the only physical assistance you may provide is putting your hand on their back for balance.

Problem Scenarios:

- If patient is falling forward:
- Place your thigh and body at the back of the chair.
- Cross/lock your arms around the patient's chest and draw the patient to the back of chair.
- NEVER leave your patient to get help!**
- Call for help as privately as possible; or if possible, push chair to the nearest nurse station.
- DO NOT PANIC!**
- If patient slides down in wheelchair:
- Set brakes and see if patient can scoot back up by themselves.
- Get assistance from nursing staff as needed.

Remember: You may decline transporting a patient if you feel uncomfortable!

Ask for assistance from nursing staff or another volunteer WHENEVER you feel the need!

Precaution Rooms

Volunteers – Do Not Enter

Any Patient Rooms With:

Contact

Droplet

Airborne

Precaution Notices Posted

Blood Borne Exposures

Wash the area immediately

Immediately report incident to supervisor and follow proper procedures

Report to Infection Control nurse



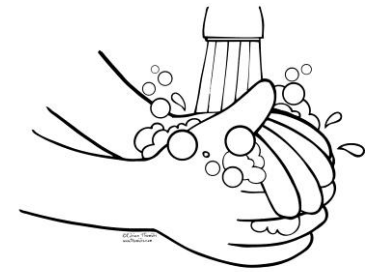
Do not enter

Precaution Rooms

- Caddies are on all precaution room doors. Do NOT enter if you see this on the door:

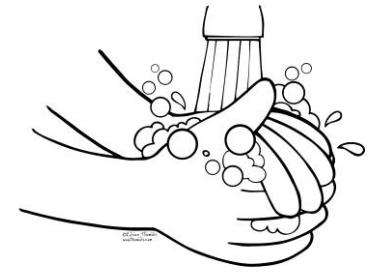


Hand Hygiene



- Why is hand hygiene so important? It is the most common mode of transmission of bacteria or germs in the hospital
- When and with what should you wash your hands?
- **Wash your hands with plain soap or with anti-bacterial soap and water if:**
 - Your hands are visibly soiled (dirty)
 - Hands are visibly contaminated with blood or body fluids
 - Before eating
 - After using the restroom
- **Hand washing with antibacterial soap and water:**
 - Wet hands with water, apply soap, rub hands together for at least 15 seconds (Twinkle, Twinkle Little Star, or Happy Birthday to You)
 - Rinse hands and dry with a disposable towel
 - Use towel to turn off the faucet
- **Wash your hands with alcohol-based hand sanitizer if your hands are not visibly soiled or contaminated with blood or body fluids.**

Hand Hygiene (cont.)



Use Hand Sanitizer

- Before putting on gloves (let the alcohol-rub dry completely)
- Before having direct contact with patients
- After having direct contact with patients skin
- After having contact with body fluids, wounds or broken skin (even with gloves on)
- After touching equipment or furniture near the patient
- After removing gloves

Hand cleaning with alcohol-based hand sanitizer:

- Apply hand sanitizer to palm of one hand, rub hands together covering all surfaces until dry (About 10-15 seconds)
- Use the amount about the size of a nickel or quarter

After cleaning your hands 5-10 times with an alcohol-based sanitizer, you feel a “build up” of emollients on your hands, wash your hands with soap and water.

Fingernails:

- Natural nails should be kept to ¼” in length
- Artificial nails should not be worn when having direct contact with patients