

Annual Education

2026

Why Annual Education?

Hospitals accredited by the Joint Commission, like Randolph Health, are required to administer annual education for its staff, which includes volunteers. The Joint Commission's rigorous inspections every few years ensure high standards for patient safety and quality of care and help healthcare facilities meet standards set by Medicare.

Annual education for Randolph Health non-volunteer staff is 242 PowerPoint pages and takes about 6.5 hours to complete. The following volunteer education (59 pages) includes some information taken from the staff version, but its primary focus is to educate and remind you about areas most important in your service to the hospital.

The questions at the end of each section are either True/False or multiple choice. You will circle the correct answer on the answer sheet. If you have questions or suggestions, please contact Jill Cofer, Director of Volunteer Services.

General Information

SECTION 1

Mission, Vision & Values

Mission: To provide quality healthcare and foster health and wellness in our communities.

Vision: The preferred provider for high quality care, creating better health in our communities and recognized for excellence in all that we do.

Values:

- ❖ Patient First
- ❖ Respect
- ❖ Transparency
- ❖ Accountability
- ❖ Creativity
- ❖ Collaboration

The Blue Book

In addition to this annual education review, volunteer service information can be found in The Blue Book. The Blue Book is a compilation of procedures, guidelines, policies, and information. It also includes telephone lists (last name, department) and a list of which departments are on which floors. Copies are available at the Visitors Center desk, Gift Shop, OPC Volunteer Office, and the Volunteer Services offices on M level.

Some information may not be specific to your service area but is included for general information. Please review at least the Table of Contents periodically for updates, additions, and/or changes.

The Blue Book is also a resource for answers to Joint Commission questions. For instance, if asked “What’s the dry time for a sanitizing wipe?” and you don’t know, you can respond with, “I don’t know but I know where to find the answer.”

Section 1 Questions



1. Staff and volunteers are required to do annual education because we are accredited by the Joint Commission.
2. The top three values at Randolph Health are Patient First, Respect, and Creativity.
3. The Blue Book has telephone lists and answers to Joint Commission questions.

General Safety

SECTION 2

Personal Safety

- Wear your name badge and closed-toe shoes.
- Speak up when you notice situations (including people), equipment, or processes that may not be safe for patients or staff.
- Contact:
 - Environmental Services for housekeeping issues (like spills, wet floors);
 - Maintenance for broken equipment (like doors, furniture, lighting);
 - Security for behavior issues (belligerent or loitering visitor), or
 - Volunteer Services for what to do next.
- If you see someone loitering, ask if they need directions. If not, make a mental note of their description and location and call Security at x5176.
- Security is available 24 hours a day patrolling and can escort you to your car in the parking areas.

Back Safety

Keep your back healthy by using the right moves:

- Bending: Correct posture, change positions frequently, bend down on one knee if necessary and ***keep the load close to your body.***
- Lifting: Firm footing, feet shoulder width apart, use your hips and legs (not your back), load close to body, tighten stomach muscles, knees bent, back in neutral position and chest forward.
- Pushing: Use both arms, elbows bent, tighten stomach muscles, stay close to load, and keep a straight back.

Improve your back health safety by knowing your limits, getting help when needed and exercising regularly.

Electricity

The 5 primary hazards of electricity are: shocks, burns, arc-blast, explosions and fires.

Frayed cords, unsafe use of equipment and unsafe work practices are all causes of electrical accidents.

All electrical apparatus must be approved by Maintenance (x8801) before use.

Hazardous Material Safety

The Hazardous Chemical Information Act – a.k.a. the “Right to Know” law – requires workplaces to tell employees and volunteers about the effects of exposure to hazardous chemicals.

If you encounter a chemical spill, call Maintenance immediately.

Radiation & MRI Safety

- All radioactive materials, radiation-generating devices, and the doors into rooms with those devices display the universal symbol.
- Only properly trained personnel should handle materials or devices labeled as such.
- All MRI departments are required by the Joint Commission and ACR to have clearly marked safety zones for patient and staff safety.



Reporting Job Injuries

Document with Director of Volunteer Services before you leave for the day.

Call or email Employee Health (EH) within 24 hours.

Submit completed “Occupational Injury Report” – found on RHINO and at the EH door (Floor M) – to Employee Health before next volunteer shift.

In-Person Emergencies

If a visitor OR employee is having a medical emergency, call x4444 and state “Rapid Response” and the location. The House Supervisor will come to your location, assess the situation, and escort the person to the Emergency Department as warranted.

Don't call the ED yourself or tell the person having the emergency to call the ED.

Crisis Behavior

Use S-T-A-M-P to recognize early warning signs that a person's behavior is getting out of control:

○ Staring and eye contact

○ Tone and volume of voice

○ Anxiety or agitation

○ Mumbling

○ Pacing

- Don't isolate yourself with a potentially violent person.
- Remove yourself from the situation.
- Present a calm, caring attitude. Acknowledge the person's feelings.
- Don't match threats and don't give orders. Avoid behavior that may be interpreted as aggressive.
- Always keep an open path for exit.
- Don't handle a dangerous situation alone.
- Call security x3110 or x4444 for emergencies.

Threats & Lockdowns

When an internal or external situation threatens the hospital, a lockdown may be called.

An Internal Threat is already inside the facility and movement of people may expose them to increased risk. Internal threats include communication of threats and/or physical altercations and visible weapons.

During an External Threat and Facility Lockdown, all exterior doors are locked. Volunteers should remain in place until the situation is cleared.

During a lockdown and when possible, volunteer should help staff by:

- Remaining with or near any patients or visitors.
- Closing all nearby patient rooms, offices and doors.
- Maintaining a visual of the situation, if possible, until assistance arrives.

Section 2 Questions



1. If an employee collapses near you, call x4444, say “Rapid Response”, and state your location.
2. What are the signs that indicate a person may become violent?
 - a) Staring and eye contact
 - b) Tone and volume of voice
 - c) Anxiety or agitation
 - d) Mumbling
 - e) Pacing
 - f) All of the above
3. During a facility lockdown, volunteers should clock-out and head home.

Patient Safety

SECTION 3

Patient Harm Awareness

Any event that causes a patient or visitor harm, such as a fall, should be reported to ***Volunteer Services office immediately so an incident report can be filed to the Director of Patient Safety.***

In addition, close calls, near misses, or observation of a situation that could cause harm to a patient should be communicated as soon as possible.

One common issue that could possibly harm a patient is a wheelchair in disrepair. In that case, roll the chair to the Maintenance Department hallway with a note explaining the problem. Let the Volunteer Services office know as soon as possible so we'll know one of our chairs is out of commission.

Preventing Patient Falls

Identification of patients at high risk for falls include:

- *Yellow wristband*
- *Non-skid footwear*
- *Fall precaution sign on door frame*
- *Sign over head of bed*

Patients identified as being high risk for falls should not be out of bed or walking without assistance. If seen, assist them safely to a bed or chair and notify a nurse or nurse tech immediately.

Patient Abuse

Patients have a right to a safe environment, and the Joint Commission has specific requirements for hospital facilities.

In order to protect our patients, criminal background checks are a part of the hiring process for Randolph Health employees.

Volunteers may encounter any of the following signs of self-abuse or abuse by others when assisting patients:

- Evidence of alcohol or drug abuse
- Vague physical or psychological complaints
- Visible injury to any part of the face, neck or throat
- Observed emotional abuse or marital discord
- Support person(s) reluctant to leave the victim alone with medical staff
- Patient reports of abuse

If you suspect abuse, bring your concern to the attention of a staff person.

Section 3 Questions



1. If there is an incident causing patient harm, the Director of Patient Safety is alerted with an Incident Report.
2. Broken wheelchairs should be taken to the Volunteer Services office at the end of your shift.
3. Identification of patients at risk for falls include:
 - A. Yellow wristband
 - B. Sign on door frame and above bed
 - C. Non-skid footwear
 - D. All of the above

Fire Safety

SECTION 4

If you detect fire...

Call “Fire”, find and pull nearest fire alarm, and call x4444.

Using a Fire Extinguisher

- Pull the pin
- Aim the nozzle at the base of the fire
- Squeeze the handle
- Sweep the extinguisher back and forth

If you hear a fire alarm...

- **All corridor traffic must stop!** This includes ALL volunteers regardless of where you are, and regardless of whether you are on your own or escorting/transporting someone.
- Close all doors
- Keep visitors in your immediate area until “All Clear” announcement is made
- Do not allow anyone to use the elevator
- Assist staff as you are able in R-A-C-E
 - **Rescue** – removing anyone in immediate danger
 - **Alarm** – call out “Fire Alarm (location)”, pull nearest alarm box, call x4444 and report “Fire Alarm – Room #”
 - **Confine** – close doors and windows in area where fire is located
 - **Extinguish** – extinguish fire, if possible, with a fire extinguisher, otherwise evacuate

Section 4 Questions



1. The four steps of the RACE fire response plan are Rescue, Alarm, Confine, and Extinguish.
2. The three steps involved in reporting a fire are calling out, pulling the nearest fire alarm and calling x4444.
3. When the fire alarms sounds, ALL corridor traffic must stop including staff, volunteers, and visitors.

Patient Rights

SECTION 5

EMTALA

EMTALA is the Emergency Medical Treatment and Active Labor Act.

Any person requesting assistance for a potential emergency medical condition will receive a screening, performed by a qualified provider, to determine whether an emergency exists regardless if they can pay.

Persons with emergency medical conditions will be treated and their condition stabilized without regard of ability to pay for services.

Advance Directives

There are two (2) types of Advance Directives (AD):

- An Advance Directive Regarding A Natural Death, commonly called “Living Will”, and,
- Health Care Power of Attorney.

Advance Directives (AD) are in effect when the person who has the AD loses their decision-making capacity. As long as the person has cognitive ability, they are their own medical decision maker even though they may have an AD in place.

The Spiritual Care staff is responsible for advance directives. Volunteers are often called to witness advanced directives being signed.

The following are NOT Advance Directives:

- DNR: Do Not Resuscitate form
- MOST: Medical Order for Scope of Treatment
- Durable Power of Attorney
- Last Will and Testament

Section 5 Questions



1. Who at Randolph Health is responsible for reviewing Advance Directives?
 - A. Any Randolph Health employee
 - B. Spiritual Care staff
 - C. Security Personnel
2. EMTALA applies to any person who enters the emergency department and requests medical evaluation regardless if they can pay for services.

Cultural Diversity

SECTION 6

Cultural Diversity Values

- *If someone looks Hispanic/Latino, DON'T assume they only speak Spanish.*
- *Accepting and appreciating differences among people.*
- *Understanding our fellow volunteers and coworkers.*
- *Working together as a team.*
- *Acknowledging the strengths and weaknesses of each person.*

Communication Differences

Depending on the culture, a person might favor or be offended by:

- Eye contact
- Gestures
- Certain tones and volume of your voice
- Standing too close or too far away

Watch and listen to the other person for clues and tailor your responses if possible. If you accidentally offend someone, apologize.

It's impossible to know social customs of every culture but everyone should be treated with ***fairness and respect***.

Interpretation Services

Randolph Health offers interpretation services to meet the needs of our patients and visitors through:

- In house Spanish interpreters
- The MARTTI System (a video interpretation system for multiple languages, including sign language). The MARTTI System machines are in the ED, Outpatient Center, and inpatient units on the 3rd & 4th floors.
- The Language Access Network is an over-the-phone service at 1.844.739.2090.

The role of an interpreter is to bridge the gap between providers and hospital staff and Spanish-speaking or limited English-speaking patients.

The interpreter only echoes what the staff has said and relays back responses.

Section 6 Questions



1. Cultural diversity means:
 - a) Accepting and appreciating different people
 - b) Understanding our coworkers
 - c) Working together as a team
 - d) Acknowledging the strengths and weaknesses of each person
 - e) All of the above
2. Which of the following communication approaches does NOT differ across different cultures?
 - a) Loud tone of voice
 - b) Maintain eye contact
 - c) Treating others with fairness and respect
 - d) Gesturing
3. I should assume people who look Hispanic or Latino only speak Spanish.

Harassment

SECTION 7

What is harassment?

- Harassment can include:
 - Sexual advances or requests for sexual favors
 - Harassment based on race, religion, creed, national origin, ancestry, sex, pregnancy, gender (including sexual orientation and gender identity), age, physical or mental disability, citizenship, genetic information, past, current or prospective service in the uniformed services, or any other characteristic protected under federal, state or local law.
- ***Conduct of harasser is unwelcome and uncomfortable***
- Sexual harassment can include actions that imply “Quid Pro Quo” or create a hostile environment.
- Supervisors are prohibited from firing, demoting or causing difficulties for anyone who complains of harassment or who supports the complaints.

Volunteer Responsibility

- Review the harassment policy in the Blue Book
- Know what harassment means
- Do not harass co-workers
- If you're a victim:
 - ***Confront the harasser directly***
 - ***Tell the harasser their conduct is unwelcome and must stop***
 - ***File a complaint***
 - ***If harassment does not stop, report to the Director of Volunteer Services or Human Resources***

Section 7 Questions



1. Sexual Harassment occurs when the conduct of the harasser is sexual in nature and unwelcome.
2. If you feel you have been harassed, it is your responsibility to confront the harasser, tell them their conduct is unwelcome and must stop, and file a complaint.

Infection Prevention

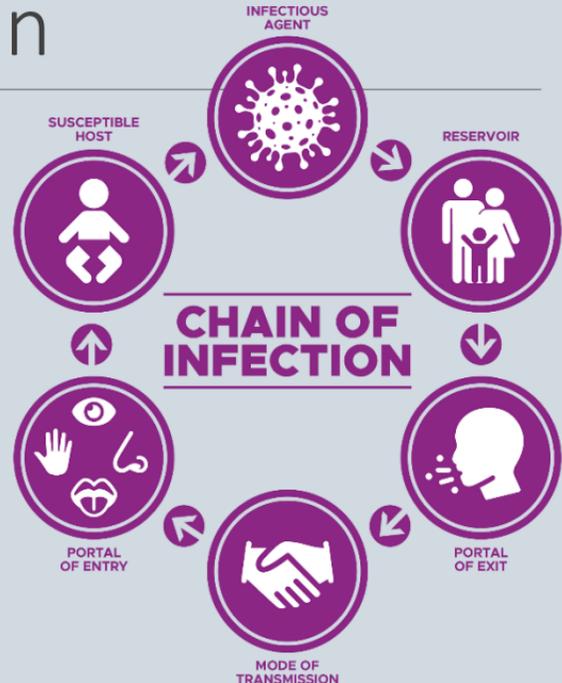
SECTION 8

Breaking the Chain

Elements of the Chain of Infection are:

- Infectious Agent (organisms)
- Reservoir (source)
- Portal of Exit (i.e. sneezing)
- Mode of Transmission (i.e. shaking hands)
- Portal of Entry (i.e. rubbing your nose)
- Susceptible Host (other humans)

The weakest link in the chain, and the easiest to break, is the Mode of Transmission. Simply washing or sanitizing your hands can clear any potential infectious agent you touched from your hands, therefore breaking the chain.



Patient Precautions

Standard Precautions are used for ALL patients to prevent infection.

Standard precautions include several elements including safe injection practices, PPE, hand hygiene, and environmental cleaning. The precautions are standard because they are done with every patient.

Transmission-Based Precautions are used to prevent the spread of other infectious or drug-resistant organisms, and include:

- Contact Precautions,
- Droplet Precautions, and
- Airborne Precautions.

These precautions are only used with patients with specific infections like COVID.

Volunteers should never enter rooms marked as precaution rooms.

Hand Hygiene (Washing)

- Turn on the water (warm water)
- Wet your hands
- Dispense soap into your hands (no bar soap for healthcare workers)
- Work up lather and use friction to clean surface of hands (between fingers, back and front of hands, thumbs, and under fingernails) for at least 20 seconds
- Rinse well, keeping hands directed down
- Dry hands thoroughly starting with fingertips, progressing to wrists
- Use paper towel to turn off faucet
- When wearing gloves, clean hands before putting them on

Hand Hygiene (Sanitizer)

- Alcohol based hand gels may be substituted for hand-washing with soap and water when hands are not visibly soiled
- When using alcohol-based hand sanitizer:
 - Put product on hands and rub hands together
 - Rub all surfaces until hands feel dry
 - This should take around 20 seconds
- When wearing gloves, clean hands before putting them on

Section 8 Questions



1. Which precaution applies to ALL patients?
 - a) Contact precautions
 - b) Airborne precautions
 - c) Standard precautions
 - d) Droplet precautions
2. Volunteers should not enter precaution rooms.
3. The easiest link to break in the chain of infection is the mode of transmission.

HIPAA and Corporate Compliance

SECTION 9

What is HIPAA?

- HIPAA is the Health Insurance Portability and Accountability Act, passed in 1996.
- It demands use of Protected Health Information (PHI) ONLY when:
 - ***Treating patients***
 - ***Obtaining payment for treatment***
 - ***Improving healthcare operations***
- PHI includes:
 - Demographic: name, address, phone/fax, email, next of kin, date of birth, photograph
 - Financial: employer, social security number, medical record number, insurance
 - Clinical: patient charts and bill, reason for visit, test results, surgery or treatment performed, diagnosis

What is Corporate Compliance?

- A commitment to an ethical way of conducting business.
- A system for doing the right thing.
- Purposes for a Corporate Compliance program include:
 - To protect patients and improve their quality of care
 - To demonstrate Randolph Health's commitment in promoting good corporate conduct
 - To assist in identifying and preventing criminal and unethical conduct
 - To create a centralized source of information on health care regulations

Compliance & Reporting

- Never share your password, PIN, door access codes or your ID badge
- Don't share the fact that a patient – including your family members and friends – is receiving care at Randolph Health. Because you're a volunteer at the hospital, you could be in violation of HIPAA. The patient can share their own information. Our smaller towns and communities make us especially vulnerable. We know a lot of our neighbors!
- Don't post on social media like Facebook.
- To report a suspected compliance or privacy issue, contact Randolph Health's Corporate Compliance/Privacy Officer at 336.633.7771 or the Compliance Help Line at 336.633.7724.

Section 9 Questions



1. What are the only reasons that protected patient data is accessed?
 - a) Treating a patient
 - b) Obtaining payment for treatment
 - c) Improving health care operations
 - d) All of the above
2. What is PHI (protected health information)?
 - a) Demographic: name, address, phone/fax, email, next of kin, date of birth, photographs
 - b) Financial: employer, social security number, medical record number, insurance
 - c) Clinical: patient chart, patient bill, reason for visit, test results, surgery performed, diagnosis
 - d) All of the above
3. What is compliance?
 - a) A system for doing the right thing
 - b) A commitment to an ethical way of conducting business
 - c) Both A and B
4. It's okay to post on Facebook that your best friend is in the hospital.

Volunteer Reminders

SECTION 10

Top 5

- ❖ The following reminders are based on observations over the past several months. The following information is detailed in The Blue Book.
 1. During fire alarms, **everyone must STOP regardless of where you are** in the building. If you're escorting a patient, STOP. On your way for coffee, STOP. About to get in the elevator, STOP. If you see **OTHERS** walking, STOP them.
 2. Meals require a four-hour commitment.
 3. If you come in early to eat, clock-in after your meal. If you eat at the end of your shift, clock-out before.
 4. If you serve in the Visitors Center, position yourself and whatever you are involved in (puzzle book, knitting, etc.) so you can see, at least peripherally, when someone comes in or approaches you from a hallway.
 5. If you serve in the Outpatient Center, be attentive to people coming in and pausing, unsure of where to go. Be proactive AND responsive to phone calls.

Attendance

- ❖ Randolph Health volunteers are a vital part of the day-to-day operation of the hospital. Your “work” commitment is as important as any paid employee’s.
- ❖ When possible, schedule appointments and other commitments on your days off. When one person is out, it creates a domino effect impacting other volunteers and hospital staff.
- ❖ If you can’t be here, it’s your responsibility to find a trained sub. If you need a list of fellow volunteers to call, let us know.
- ❖ Calendars: Please use a personal calendar – electronic or paper – to track your work schedule and regular events (like eye days). If you need help learning how, contact Jill.

Communication

- ❖ Face-to-Face: On a typical week, Jill is in the office Monday through Friday from 7:30 to 3:30, and Susan is in the office Monday, Thursday, and Friday from 8:45 to 3:45. If we're not at our desks on a typical workday, we're somewhere else in the hospital. Please leave a note or try later.
- ❖ Email, please: At almost double the number of volunteers from 4 years ago, our most efficient form of communication is email. Please check yours regularly.
- ❖ Emergency Calls: True emergencies – weather, sickness, broken car, ill family member – happen. If you can't be here, call as soon as you can and, if during working hours (see above), keep calling until you get a human. Even if that means calling the Visitors Center and having the volunteer on-duty walk a message back to our offices.

Movement

- ❖ During a Facility Lockdown, you may not leave and no-one may enter.
- ❖ Knock and identify yourself before entering a room.
- ❖ Two reports have been called in about volunteers not abiding by protocol during a fire alarm, so, to repeat: During fire alarms, everyone must STOP. If you're pushing someone in a wheelchair STOP, if someone comes out of a restroom, tell them to STOP. If a visitor has just gotten their label badge, they are required to STOP and not go upstairs until all clear is called. Help staff STOP others who are disregarding.

Environment

- ❖ If you're uncomfortable with a visitor in any way, call Security at x5176.
- ❖ If you need a break or a change of assignment, please let us know. We'll make every effort to find a better match. Needs are changing quickly and new areas identified each week.
- ❖ If you're not able to handle any physical demands of a "job", you will be asked to switch service areas.

Professionalism

- ❖ Be aware that the perception from a patient, visitor, family member, fellow volunteer or staff member is influenced by the way we conduct ourselves as individuals.
- ❖ Assume personal responsibility to resolve a problem or complaint.
- ❖ Volunteers are held to the same high standards of confidentiality as other members of the Randolph Health medical and administrative staff.
- ❖ Leave your biases and political or cultural philosophies at home.
- ❖ If you have a complaint or suggestion, bring it to Jill Cofer, Director of Volunteer Services at the offices on M level, call 336.629.8886 or email.
- ❖ Volunteers should wear their Randolph Health lanyard with name badge whenever “on duty”.

Section 10 Questions



1. A minimum of 4 hours is required to earn the \$7 cafeteria credit.
2. Biases and personal philosophies should be left at home.
3. Volunteers should make every effort to find a substitute if unable to work their scheduled shift.
4. It's important to be attentive and end side conversations to help someone.



For 13,535 hours in 2025!
