

# UPMC | HILLMAN CANCER CENTER

## Volunteer Program Orientation

**There is Only One**  
NCI-designated Comprehensive  
Cancer Center in western PA.



**UPMC | HILLMAN  
CANCER CENTER**



Thank you for your interest in  
volunteering with  
UPMC Hillman Cancer Center!

We look forward to you joining the  
volunteer team!

# Purpose

## Why do I need to complete this orientation?

- To learn what is expected of you as a volunteer at a patient care facility/hospital-based facility.
- To review and ensure you understand UPMC/UPMC Hillman Cancer Center policies and procedures.
- It is a Joint Commission requirement.



# What will you learn today?

- Becoming a volunteer: *When can you start?*
- Policies and Procedures: *What can I do?*
- Infection & Prevention Control & Safety Procedures
- Emergencies: *Have a plan!*
- Fire Safety: **R.A.C.E. & P.A.S.S.**



# Mission Statement

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## Volunteer & Community Services Mission Statement

- To help improve the quality of life for patients and their families.
- To supplement and enhance the efforts of UPMC Hillman Cancer Center scientists, medical staff, and employees.
- To give volunteers the opportunity to learn and experience emotional and personal growth.

“YOU CAN NEVER KNOW  
THE RIPPLE EFFECT YOU CREATE  
WITH ONE TINY  
GESTURE OF KINDNESS.”

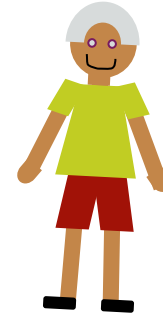
- Elle Sommer



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# Getting Started...

## Meet Volunteer Candidate John...



- For John to become a volunteer, he must first complete the following steps (where applicable) and then contact the volunteer office to schedule an appointment for his first day.

# Complete the following prior to volunteer start date:

- ✓ Complete an online application
- ✓ Complete an interview
- ✓ Criminal background check
- ✓ Online Orientation, HIPPA & BBP trainings
- ✓ Two references
- ✓ TB test & Flu shot (applicable during flu season)
- ✓ Copy of I-94, Visa, Passport / Permanent Resident Card,  
Copy of Driver's license or student ID
- ✓ Lab safety training or online patient & family support training

# Ready to start?

## What to Expect on your FIRST DAY



- Meet with volunteer office staff **(by appointment only!)**
- Complete a few forms
- Review & sign an assignment guide
- Receive training how to sign in & out/track volunteer hours
- Learn about parking, meal tickets & volunteer jacket (if applicable)
- Photo will be taken for your ID Badge
- Be escorted to your assigned location where you will be greeted by a staff member or fellow volunteer



# Volunteer Benefits- \*Based on location



- Hospital Gift Shop discount
- Accident & liability coverage
- Free flu shot
- Meal ticket/1 per shift
- Free parking
- Reference letter
- Shuttle service
- Annual volunteer recognition events

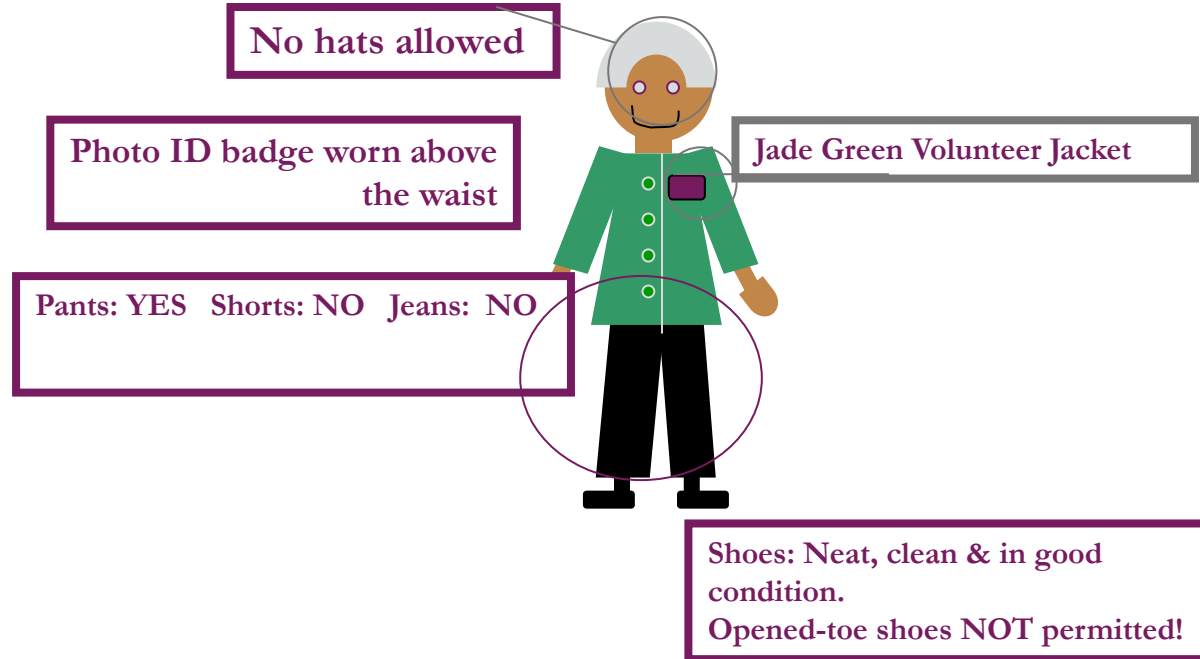
# Dress Code: Key Points

## Volunteer Jacket:

- Must be worn at all times during volunteer service
- Launder after each time you volunteer

## Grooming:

- No perfumes, colognes or after-shaves
- Neat, clean hair & facial hair
- Clean, filed fingernails



# Responsibilities

- **Commitment:**

- Patients and staff rely on you
- Be punctual
- Contact your supervisor if you will be late or absent
- Contact the volunteer office if you will be off for an extended period of time



- **Communication is IMPORTANT:**

Reasons you may need to contact the volunteer office...

- *I need to change my schedule*
- *I moved or have a new email or phone number*
- *I am not comfortable with my assignment*
- *I do not have enough to do*
- *I'm sick and need to call off*
- *I am confused about what I should be doing in my assignment*
- *I would like to volunteer in another role or department*



# Please be aware...

- No smoking on any UPMC property
- Please limit cell phone usage  
(please see your supervisor/take a break if you need to make phone call)
- No unauthorized computer use
- No unauthorized internet use

# Illness or Injury

- ILLNESS:

- If you are sick, call off by calling or emailing the Volunteer Office or your direct supervisor.
- If you get sick while volunteering, please let your supervisor or the Volunteer Office know, clock out and go home.

- INJURY:

- Know your physical limitations
- If injured (minor or major), notify your supervisor immediately
- If evaluation and/or treatment is needed, go directly to the Emergency Department
- At the Emergency Department, identify yourself as a volunteer

# Possible Reasons for Volunteer Termination

- Endangering the life of any patient, staff, volunteer or visitor
- Divulging confidential patient, staff or volunteer information. Every employee and volunteer must uphold the patients' right to privacy. Failure to protect patient confidentiality can lead to legal action, termination, fines and imprisonment.
- Possession, sale or use of alcohol or illegal drugs on UPMC Premises. It is the policy of UPMC to provide a drug-free work environment for everyone.
- Stealing or embezzlement
- Not adhering to UPMC or departmental policies and assignment duties

# Workplace Violence & Cultural Diversity

- **Workplace Violence:**

Any verbal or physical act or threat of violence, including intimidation, harassment, or coercion that is made by or against any employee, volunteer, patient, or visitor.

- UPMC Hillman Cancer Center does not tolerate workplace violence. Any volunteer who feels mistreated in this manner is urged to contact Volunteer & Community Services immediately for assistance.

- **Cultural Diversity:**

We are committed to fostering an inclusive environment that respects everyone regardless of race, color, religion, national origin, ancestry, sex, age, marital status, familial status, sexual orientation, disability, veteran status.

# The Joint Commission on Accreditation of Health Care Organizations

- The Joint Commission is the nation's predominant standards-setting and accrediting body in health care. Organizations must undergo an on-site survey by a Joint Commission survey team at least every three years.
- The Joint Commission requires every volunteer to be evaluated when they begin and once a year thereafter.



# The UPMC Experience

## UPMC Values

We create a safe environment where quality is our guiding principle.

### **QUALITY & SAFETY**

We treat all individuals with dignity and respect.

### **DIGNITY & RESPECT**

We listen to and care for our patients, our health plan members, our fellow employees, our physicians, and our community.

### **CARING & LISTENING**

We perform our work with the highest levels of responsibility and integrity.

### **RESPONSIBILITY & INTEGRITY**

We think creatively and build excellence into everything that we do.

### **EXCELLENCE & INNOVATION**

## Using AIDET Plus the Promise to Create the **UPMC Experience**.

AIDET Plus the Promise is a communication framework that helps staff better interact with patients, families, and colleagues. You can use the behaviors of AIDET Plus the Promise individually, in any order or combination, in any situation. By using AIDET Plus the Promise, we can live our values in every interaction.

### **ACKNOWLEDGE — DIGNITY & RESPECT**

- Greet the other person in a friendly and respectful way.
- If you aren't sure what the person would like to be called, ask.

### **INTRODUCE — RESPONSIBILITY & INTEGRITY**

- Introduce yourself with more than just your name. What is your role in their care?
- Share why the person should trust you and your team with their care.

### **DURATION — DIGNITY & RESPECT**

- Show you respect the other person's time. How long will this procedure take?
- How long will you be working with this patient or colleague?
- When can they expect to see you again? What are the next steps?

### **EXPLAIN — QUALITY & SAFETY**

- Tell the person what you're going to do before you do it.
- Show we provide safe, high-quality care by walking the person through each step or goal.

### **THANK — CARING & LISTENING**

- Show the person you care about their well-being and are happy they chose UPMC.
- Express your gratitude for allowing you to be a part of their care.

### **THE PROMISE — EXCELLENCE & INNOVATION**

- Demonstrate your commitment to providing excellent care. Promise your coworker, patient, or visitor you will create an excellent UPMC Experience, always.

# Age-specific Competencies

The purpose of age-specific competencies is to assure that employees and volunteers are competent to provide care and assist or interact in any manner with populations of varying age groups. Physical capabilities, emotional stresses, learning abilities, and life goals differ between teens, adults and seniors.



# Patient Rights

- Patient rights are posted in all UPMC clinical settings
- Review patient rights on a regular basis
- Ask your supervisor if you have questions about any of the patients' rights.

# Communicating with patients, families & visitors

Even if you are not assigned a direct patient volunteer role, you may encounter patients and visitors in common areas, and it is everyone's responsibility to provide great customer service at all encounters.



**You Create the UPMC Experience.**

Your actions shape how our patients, visitors, and co-workers experience UPMC. Everything you do, from saying hello in the hallway to providing compassionate care, impacts others' experience of UPMC.

There are a few things you can do to make sure patients, their loved ones, and your colleagues have a positive experience.

The difference between good and great is **always**. Commit to always doing these four things:

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 **Escort, don't direct.** If someone looks lost, whether it's a patient, visitor, or colleague, offer to escort them to where they're going.

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 **Follow the 10/5 rule.** When you are 10 feet away from someone, make eye contact. Within 5 feet, smile and say hello.

- Offer friendly greetings to all patients, family members, visitors & staff
- Treat everyone with dignity & respect
- Offer friendly conversation such as: hobbies, interests, social, weather or seasonal events
- Escort patients to their destination instead of offering verbal directions

# Communicating with Patients



- Introduce yourself
- Ask what the patient prefers to be called (For example, Mr. Green or John)
- Do not call the patient by nicknames such as: honey, grandma, dear, sweetie, etc.
- Do not give medical advice or recommend physicians to patients
- Do not gossip with patients, their families, or friends
- Do not witness any documents for patients



# Patient Experience: Interpreter/Disability Services

Resources are available to assist and support patients, families and visitors with any language or disability needs. Please work with staff/your supervisor if a patient or guest requires these services.

## Foreign language/American Sign Language:

Live interpreters, CyraCom phone services, iPad VRI (video remote interpreting)

## Service animals: UPMC policy hs- ri1308

Any dog/minature horse, individually trained to do work or perform tasks for the benefit of an individual with a disability.

Staff members may **ONLY** ask the individual with the service animal:

- (1) If the animal is required for the person's disability
- (2) What the animal is trained to do

Any denial of a service animal must be reported to the UPMC Disabilities Resource Center.

## Other disability resources:

Toolkit located at each facility (communication board, magnifying glass, pocket talker, etc.)

\*Please note, a service animal is NOT the same as a pet therapy volunteer.



# Patient Safety

A ***serious incident*** is defined as an event, occurrence, or situation involving the clinical care of a patient in a medical facility that could have injured the patient but did not cause an unanticipated injury or require the delivery of additional health care services to the patient.

A ***serious event*** is defined as an event, occurrence, or situation involving the clinical care of a patient in a medical facility that results in death or compromises patient safety and results in an unanticipated injury requiring the delivery of additional health care services to the patient.

Any volunteer who reasonably believes that a serious event or incident has occurred *must* report the serious event or incident to the appropriate Patient Safety Officer. An oral or written report must be made immediately, but *in no event later than 24 hours* after the occurrence or discovery of the serious event or incident. The Patient Safety Officer for UPMC Hillman Cancer Center, UPMC Cancer Pavilion is Lisa Manetta, 412-641-4309.

Also, please report any concerns or issues to the Volunteer Office.

# Patient Safety Precautions

**Please alert staff to any patient medical or physical assistance needs.**

- Do NOT perform CPR or first aid on a patient
- NEVER give medication to a patient
- NEVER help lift or carry a patient
- NEVER physically assist a patient into or out of a wheelchair or into or out of a bed
- ALWAYS engage both brakes and lift footrests when a patient gets into or out of a wheelchair



# Infection Prevention and Control Overview



- Designed to identify & reduce the risk of hospital-acquired infections in patients and staff
- An Infection Prevention and Control Practitioner is on call 24 hours a day, 7 days a week
- Infection Prevention and Control does not handle exposures (contact UPMC MyHealth@Work dept.)
- ***Hand washing is the most effective way to prevent the spread of infection !!!***



# Sources of Infection

- Body fluids (blood, sputum, urine)
- Bed rails
- Bedside tables
- Ventilators
- Infusion pumps
- Mattresses
- Pillows
- Air humidifiers
- Patient monitors

**Everywhere**

- X-ray view boxes
- Curtain rails
- Curtains
- Equipment carts
- Sinks
- Ventilator circuits
- Floor mops
- Hospital food-fruits/vegetables

# Proper Hand Washing



- Use warm, running water
- Use soap, generate lather by applying friction to all surfaces for at least 15-20 seconds
- Wash up to and including your wrists
- Pay particular attention to palms, backs of hands, in between fingers and under and around fingernails
- Rinse hands thoroughly
- Use paper towel to turn faucet off and open the door to leave

# Alcohol-based Hand Sanitizers



- Less drying than hand washing
- Our facility provides Infection Control “approved” hand sanitizers
- Dispense “one” pump from the dispenser into the palm of one hand
- Rub hands together, covering all surfaces of hands and fingers, until hands are dry

# When to wash your hands

- Upon arrival to your volunteer shift
- Before and after removing gloves
  - ***Remember: gloves do not take the place of proper hand hygiene !!!***
- After blowing your nose, coughing or sneezing
- Before and after eating
- After using the restroom
- Every time you enter or exit a patient's room



# Environmental Services

The Environmental Services Department is responsible for maintaining the hospital in a clean and sanitary condition

- Use specific procedures for cleaning and decontamination of the environment, equipment, and work surfaces
- Proper cleaners/disinfectants are selected to ensure that the blood borne pathogens and other microorganisms are adequately destroyed
- Red Biohazard Bags are used for the collection and disposal of contaminated waste



## Electrical Safety

- Equipment inspected periodically (will have a preventative maintenance tag)
- Report problems to your supervisor
- Know where the red emergency outlets are located

## Hazard Communication

- Identifies hazardous chemicals that employees and volunteers may be exposed to
- Provides methods and training for safe use of hazardous materials
- Provides follow-up for exposure incidents

# Material Safety Data Sheets (MSDS)

- Found in every department that uses hazardous chemicals
- Lists dangers of exposure
- Lists appropriate Personal Protective Equipment (PPE)



# Security

- Be informed of the safety & security procedures at your location/department
- Hillman Location:
  - Security guards on duty 24 hours a day
- Do not bring valuables with you when you volunteer
- Hillman Lost & Found Department is in the Security Office



# Emergency Preparedness

- Each Hillman Cancer Center location has an Emergency Guide for emergency situations
- Each department has specific departmental plans and procedures for that location
- **Become familiar with the Emergency Plan for the building and the department you volunteer**
- Participate in drills
- When calling to report an emergency, give your name, location, and details of the problem



# Emergency Phone Numbers

**UPMC Hillman Cancer Center, William M. Cooper Pavilion** (Ambulatory)

UPMC Cancer Pavilion

UPMC Shadyside

623-3131 (Medical and Non-medical)

**Hillman Cancer Center Research Pavilion**

9-911 (Medical)

623-3131 (Non-medical)

**For all other locations, please refer to your department supervisor.**

## Emergency Codes

STAT: Immediate response  
Condition A: Cardiac Arrest  
Condition C: Critical  
Condition F: Fire  
Condition H: Help  
Condition L: Lost  
Code Blue: External Disaster

# Disaster Definitions



**Disaster:** Major fire, explosion, natural disaster, major accident, or civil unrest that endangers the lives of people

**Internal disaster:** Occurs within or on the medical facility premises

**External disaster:** Causes injury to persons in the community

# Disaster Plan

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- Disaster preparation: become familiar with the disaster plan for your department
- Participate in disaster drills
- In the event of a disaster: stay calm and continue with your volunteer assignment until your supervisor instructs you otherwise

# What to do in Case of Fire: R.A.C.E.

- **Rescue** — anyone in immediate danger.
- **Alarm** — sound the alarm from the nearest manual pull station (located by exit signs).
- **Contain** — Limit smoke by closing all doors and windows. When a fire alarm is activated, fire doors in the main hallways are automatically closed. Keep all doors and windows closed until the “*all clear*” code is announced.
- **Extinguish** — Select and use the proper fire extinguisher if it is safe to do so and you have been trained in the proper procedures.

***Note: Never use an elevator in the event of a fire***

# Fire Extinguisher Guide



## How to Use a Fire Extinguisher: **P.A.S.S.**

**Pull:** Pin

**Aim:** nozzle at base of fire

**Squeeze:** extinguisher handle

**Sweep:** nozzle from side to side

# Manual Fire Alarm Pull Station

Please identify where the exits and FIRE pull stations are at the building and department you are volunteering.

In Hillman Cancer Center, the manual pull stations are located near the exits.



# Completion of Volunteer Service

## To end your volunteer service:

- Contact the volunteer office
- Fill out a “Completion of Service” form
- Return your volunteer jacket (if applicable)
- Return your Photo ID badge





Now that you have reviewed the online orientation, please complete the orientation/annual review quiz and return to the volunteer department. We will contact you when your file is ready for you to start your volunteer assignment.

Thank you for your time and commitment to  
UPMC Hillman Cancer Center!