

UPMC | WESTERN MARYLAND

VOLUNTEER

MANUAL

Dear New Volunteer:

Welcome to the volunteer program at UPMC Western Maryland!

Volunteering is a very rewarding experience. The need for volunteers at hospitals has never been greater...nor the volunteer opportunities more rewarding.

Volunteering is an excellent way to serve the community, share a skill, learn new skills, meet new people and feel the joy of contributing.

As a volunteer there is quite a lot of new information to learn. But, **DON'T WORRY!** Before you know it, you will know the layout of the building and be able to direct others. You will also know your job and will feel like a member of the UPMC Western Maryland family.

It has been said that volunteers in the hospital are like April showers – refreshing, needed and they bring new life into the hospital. It is the aim of the volunteer department to enhance patient care through volunteer dedicated service.

Thank you for taking time to care!

Sincerely,

Patricia M. Wright, DBA, CDVS, MEd.
Director, Volunteer Services

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VOLUNTEER OPPORTUNITIES

UPMC Western Maryland

Within UPMC Western Maryland there are many areas and departments for volunteers to utilize their skills. Special talents and preferences are given careful consideration but are not needed.

Adult volunteers come from all walks of life providing supplemental support to essential services given to the patient. They serve in various departments throughout the hospital. Listed below are some of the area that have utilized volunteer help:

Radiology	Gift Shop
Emergency Room	Way Finding spots throughout
Medical Staff Services	Diagnostic Center
Volunteer Services	Distribution
Community Relations	Housekeeping
Pastoral Care	Occupational Therapy
Patient Advocacy	Information Desk
Same Day Surgery	Staff Development/Education
Nursing Units	Wellness
Dietary	Human Resources
Home Hospice	Cancer Center

If you are interested in volunteering for the UPMC Western Maryland, call for further information:

Main campus	240-964-8499
Hospice	240-964-9005

THE VOLUNTEER PHILOSOPHY

It is the policy of the UPMC to provide opportunities for volunteers to supplement, enhance, and support services provided by paid staff to patients/residents and visitors; provide exposure to careers in health care; or experience, education and training to students; provide opportunity to members of the community to fulfill their personal need for service to others; and promote community understanding of health care issues.

MISSION STATEMENT, VISION, AND VALUES

MISSION STATEMENT

To serve our community by providing outstanding patient care and to shape tomorrow's health system through clinical and technological innovation, research, and education

UPMC Western Maryland Vision

UPMC will lead the transformation of health care. The UPMC model will be nationally recognized for redefining health care by:

- Putting our patients, health plan members, employees, and community at the center of everything we do and creating a model that ensures that every patient gets the right care, in the right way, at the right time, every time.
- Harnessing our integrated capabilities to deliver both superb state-of-the-art care to our patients and high value to our stakeholders.
- Employing our partnership with the University of Pittsburgh to advance the understanding of disease, its prevention, treatment, and cure.
- Serving the underserved and disadvantaged and advancing excellence and innovation throughout health care.
- Fueling the development of new businesses globally that are consistent with our mission as an ongoing catalyst and driver of economic development for the benefit of the residents of the region.

UPMC Western Maryland Values

Quality and Safety

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

Dignity and Respect

We treat all individuals with dignity and respect.

Caring and Listening

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

Responsibility and Integrity

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

Excellence and Innovation

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

GOALS OF THE VOLUNTEER DEPARTMENT

1. To provide efficient, pleasant and adequate service and make every effort to assist all departments requesting help
2. To assign volunteers, whenever possible, according to their interests, experience, abilities and availability
3. To acknowledge volunteers as members of the hospital family
4. To provide access to seminars, workshops and educational programs for the volunteers to improving the department and the hospital
5. To encourage volunteers to promote community understanding of the hospital, its policies and services
6. To foster conscientiousness and loyalty of volunteers in relation to their duties as a volunteer
7. To provide recognition, guidance and evaluation of volunteers on a regular basis
8. To hold periodic meetings so that volunteers have an opportunity to express themselves and to meet on a social basis

THE PATIENT'S BILL OF RIGHTS

The patient has the right to considerate and respectful care.

The patient has the right to every consideration of his privacy concerning his own medical care program.

The patient has the right to expect that all communications and records pertaining to his care should be treated as confidential.

The patient has the right to expect that within its capacity a hospital must make reasonable responses to the request of a patient for services.

PATIENT CONFIDENTIALITY POLICY

UPMC Western Maryland sets and adheres to the very highest standards in preserving the confidentiality of all information pertaining to patients.

Volunteers, who may access information such as the patient's diagnosis, condition, treatment, financial situation or family problems, must hold this information in strict confidence. No specific information concerning a patient can be discussed with any persons not directly related to that patient's care. Release of such information without a patient's written permission is prohibited by law and this policy.

Care and restraint must be exercised so that discussions concerning patients do not occur in public areas such as the dining room, elevators, hallways, etc.

Volunteers violating this policy are subject to dismissal from the volunteer program without warning.

OFFICE PROCEDURES

The Volunteer Department will be open from 7:30 a.m. to 4:00 p.m. Monday through Friday. The office will be closed for the following holidays:

New Year's Day – January 1
Martin Luther King Day
Memorial Day
Independence Day – July 4
Labor Day
Thanksgiving Day
Christmas Day – December 25

The office will also be closed when the Director of Volunteer Services is off.

The phone numbers for the Volunteer Office are:

Director's Office: 240-964-8499

Fax number: 240-964-8495

Volunteer Work Room: 240-964-8496

Information Desk: 240-964-1999

Gift Shop: 240-964-1997

Gift Shop Manager: 240-964-1996

Location:

The Volunteer Director's office and Volunteer Workspace are located on the third floor of the Willow Brook Office Complex, which is across the bridge from the main hospital building.

VOLUNTEER GUIDELINES

1. Always be prompt. If you are scheduled on a unit to volunteer, please be there at the appointed time. Call the Volunteer Office if you will be late or unable to volunteer that day.
2. A volunteer needs to be willing to learn as much about the hospital, its rules and services as possible.
3. Never give your phone number to patients or to hospital personnel.
4. Name tags must always be worn when in the hospital. Name tags are to be displayed on the volunteer's upper torso. These will be provided by the Volunteer Office.
5. Do not wear heavy perfumes or after-shave lotions. These smells are intolerable for some people.
6. Smoking is not permitted in the hospital. As of January 1, 1990, it is in violation of state law for anyone to be smoking in a Maryland hospital. As of January 1, 2005, it is a violation of hospital policy to smoke anywhere on the property of UPMC Western Maryland
7. Never discuss patients within the hospital or out of the hospital.
8. Always be courteous, kind and considerate to patients, visitors and staff members.

TABULATION OF VOLUNTEER HOURS

Volunteer hours are tabulated to include time worked monthly and yearly.

Hours are compiled from the computer program. The volunteer is responsible for signing in and out each day they volunteer.

The Director of Volunteer Services will compile this information.

VOLUNTEER RECOGNITION

Volunteers are recognized daily and each year during volunteer week. An awards program for volunteers is held once a year. Awards are given according to the number of hours worked the previous year.

IT IS EXTREMELY IMPORTANT THAT YOU DOCUMENT THE TIME YOU VOLUNTEER FOR UPMC WESTERN MARYLAND! PLEASE remember to document all time volunteered. Thank you.

MEALS

We are pleased to provide one drink at break time and a meal each day a volunteer works. These can be breakfast, lunch or dinner.

Always check with your unit concerning your lunch time. Your lunch break is 30 minutes just the same as the staff lunch break. For you to receive your free drink and/or meal, **you must be wearing your volunteer name tag.**

UNIFORMS

All dress code policies in place for employees are also applicable to volunteers. **Business casual** is the appropriate dress for all within UPMC Western Maryland.

Clean tennis shoes are fine, or whatever is the most comfortable for your feet. Blue jeans, shorts, flip flops, tank tops, etc. are not acceptable.

Teen volunteers wear a polo shirt, provided by Volunteer Services and UPMC Western Maryland. Teen uniforms also include khaki pants and close-toed shoes. Some important points to remember regarding dress policy: no visible tattoos, two earrings per ear are permitted and no other body piercing can be visible.

This volunteer policy and all others follow the Human Resource Policies as set for all employees of UPMC Western Maryland

HOSPITAL TELEPHONES

1. Please do not use hospital phones to make personal calls.
2. Answer phones at nurse's station only if asked. Then answer phone by giving unit, your name and title. For example: "3 South, Mrs. Smith, Volunteer." Please relay any messages to the unit secretary or nurse.
3. To make a call within the hospital, it is necessary to dial only 4 plus the last four digits. For example, if the number is 240-964-8499, you only need to dial 4-8499 within the hospital.
4. To get an outside line dial "9".

INCIDENT REPORTS

At times in an institution the size of UPMC Western Maryland, there will be various incidents and accidents that will occur and will need to be reported to the proper people.

The purpose of this is not to blame individuals, but to enhance the quality of patient care and to assist in providing a safe environment for patients and staff.

Incidents include unusual occurrences, injuries, accidents and situations which could develop into accidents. Some examples are falls or accidents which happen to patients, volunteers, visitors, family or staff; damage done to equipment; suspected theft; or other types of serious complaints.

If an incident occurs involving or witnessed by a volunteer, the volunteer should immediately inform the department director of the unit involved. The Volunteer Director should also be informed. Incidents need to be documented on paper as well as verbally.

HEALTH TIPS FOR VOLUNTEERS

To be effective, the volunteer needs to know simple measures to protect his or her own health and that of their family. Here are some suggestions:

1. Get sufficient sleep to increase resistance to illness and prevent fatigue.
2. Keep immunizations current.
3. Wear comfortable, low-heeled shoes.
4. Wash hands frequently.
5. Turn your face aside to prevent contamination when bending over a patient or when possibility of exchanging spray from nose or mouth exists.
6. Conserve energy. Organize chores to save steps.
7. Never shake linens or bedding as organisms are also airborne.
8. Develop good body posture and mechanics.
9. Avoid touching any contaminated waste such as soiled dressings, bandages and disposable tissues with your hands. If accidentally touched, wash hands immediately.

The Meaning of Illness

Illness or sickness is a time of stress, not only for the patient, but also for the family. Fears and worries are increased, changes in emotions occur and financial burdens may add more pressure to the situation.

People react differently when under the stress of sickness. No two people will react the same. Some people will become very irritable; others will pull away from family and friends. Others need their family more than ever and find them comforting at this time. However the patient reacts, it is our duty to be understanding of them.

Understanding is the main need of the patient while in the hospital. We should never consider the patient to be uncooperative. Any lack of cooperation may be due to fear, anxiety, just physically not feeling well, senility, lack of understanding, or anger at losing control of his life. Put yourself for a moment in the patient's shoes and look at life from his or her side of the bed.

For many people, being admitted into the hospital is a tragedy – either major or minor. Regardless of circumstances or attitudes, admission to the hospital means a marked adjustment in living habits for the patient at least on temporary basis. We must realize that being a patient in the hospital is not a normal condition. Those who give the patient care must make allowances for irritability or for what may seem like unusual or unreasonable behavior.

Fear is a very real feeling of many patients. Fear can come from not knowing what will happen next with their illness or with the scheduled tests. Fear can also come from not knowing what to expect from the medical staff, or the patient may worry about loved ones at home. We need to be as reassuring as possible to help them adjust to the new hospital environment.

As volunteers, we can help the patient in many ways. Some of these ways are listed below:

- Meet and greet the patient with sincere kindness;
- Help orient them to this new environment by showing the patient how to operate the various mechanical devices in his/her room;
- Explain as much as you are able about the hospital routine;
- Show proper concern for their clothing and belongings
- Be patient with his or her whims;
- Give the patient an opportunity to talk about themselves;
- Give courteous attention to the family and the patients' needs.

ADDITIONAL INFECTION CONTROL ITEMS

If there is an exposure to a communicable disease and you were considered to have been exposed, you will be included in follow up. An example is perhaps you had contact with a patient who is soon after diagnosed with TB. You would be contacted for post-exposure follow up.

Employee Health will screen volunteer applicants for TB prior to their service. Applicants should obtain a lab slip from Employee Health and complete that prior to calling to schedule an orientation.

Annually, before the flu season starts, the flu vaccine is offered to volunteers in the employee health office. Watch for the notices for this. A new shot is needed every year. If you go elsewhere to get your flu vaccine, proof of such must be brought to Employee Health each year.

Employee Health is located in the Occupational Health Office in the plaza on Industrial Boulevard: 1050 Industrial Boulevard, Suite 15, and they are open Monday through Friday from 8:00 a.m. to 4:30 p.m.

Employee Health Phone Number: 240-964-8210

HAND WASHING PROCEDURES

Hand washing is absolutely necessary for the prevention and control of infection. It must be practiced by hospital volunteers as well as staff.

Hospital volunteers should wash hands when:

1. Coming on duty
2. After personal hygiene
3. After blowing or wiping the nose
4. Before handling food or eating
5. When hands are obviously soiled
6. When moving from one duty area to another
7. After finishing duty, especially after contact with equipment or patients.

To prevent the transfer of infection please use the following procedure:

1. Turn on warm water that is a comfortable temperature. Leave the water running during the entire procedure.
2. Completely wet hands and wrists under the water.
3. Apply soap or detergent generously, spreading it over the entire area of the hands and wrists and work up a lather. Add water as is necessary to keep the soap from becoming dry.
4. Apply friction to all surfaces of the hands, including between the fingers, for fifteen to thirty seconds. Push the lather under the fingernails. Rub the tips of the fingers over the palms of the hands. Friction will aid in removing organisms and dead skin cells. When necessary, clean the fingernails with an orange stick or a brush.
5. Dry the hands thoroughly with a paper towel.
6. Turn the faucets off with a paper towel. The hands will become re-contaminated if they touch the faucet handles.
7. Always use a paper towel to open the door.

STANDARD PRECAUTIONS

Standard Precautions is the use of expanded universal precautions. The blood borne pathogen regulation applied to specific body fluids and was aimed at protecting the Healthcare worker from exposure to blood or other potentially infectious body fluids. The term “Standard precautions” has more of an infection control meaning. The precautions are directed at preventing transmission to and from patients, staff, visitors and others. Standard precautions apply to all patients, all the time, and apply to:

Blood

All body fluids, excretions, secretions, except sweat, regardless of whether or not they contain visible blood

Non-intact skin

Mucus membranes

Requirements for Standard Precautions

Routing hand washing

When contaminated

After touching contaminated objects/surfaces

After glove removal

Between patients

Consistent and correct glove use

For hand contaminating activities

For contact with above body fluids, mucous membranes, non-intact skin

When glove integrity is in doubt

It may be appropriate to change gloves during the care of the same patient, after contact with material that may contain high concentrations of microorganisms

Appropriate use of masks, eye protection and face shields

When there is a potential for splash or spatter of body fluids into the face, eyes, mouth...

Appropriate use of gowns

When your clothing may become contaminated or soiled. They should be worn when splashes of large quantities of infectious material are present or anticipated.

Routine cleaning or disposal of patient care equipment

Regular cleaning of environmental surfaces

Appropriate handling of contaminated linen

Keep linens off the floor, place in linen hampers; wet or grossly soiled linen placed in a fluid resistant bag

Strict adherence to occupational safety requirements

Effective management of patients with poor hygienic behavior

VOLUNTEERS ARE NOT PERMITTED TO:

1. Bathe patients
2. Give back rubs
3. Collect specimens
4. Make occupied beds except to assist the nurse or aide
5. Read charts
6. Give medicines, treatments or carry them to patients
7. Put ID bands on patients
8. Handle any contaminated matter
9. Handle any valuable of patients
10. Enter any isolation room (a yellow isolation cart is place outside the patient's door in the hallway)

Volunteers are asked to go to the following areas only when asked:

1. Operating Rooms
2. Pharmacy

SPECIAL PROCEDURES & CODES

At various times, there will be special procedures or codes called in the Hospital. This is done by the person referred to as the call center operator. Using the public address system, the Operator may announce the following:

Code Red Procedure

If you discover a fire anywhere in the Hospital, the following steps are to be followed. These steps can easily be remembered by the word **R.A.C.E.**

Rescue -Remove all patients from the immediate area and close the corridor door behind you. This is very important to prevent the spread of smoke to other areas.

Alarm -Activate the nearest fire alarm box by pulling the white “T” handle down; then **dial 33** on a hospital phone (not a pay phone). State to the operator that you have a Code Red and the location. Do not hang up until the operator has repeated, “Code Red” and the location (example, “Code Red –2 South”). Hang up the phone at this time. (Always use the words Code Red; never the word fire).

Contain -Close all doors throughout the hospital. (This is to be done even if the alarm is not in your area).

Extinguish -Know the different types of extinguishers in your area, their locations and how to operate them. Extinguish the fire if possible.

- Immediately get a nurse, unit secretary or another hospital employee and do as you are instructed by this person.
- Do not use or let a visitor use any elevator when a “Code Red” is in effect. Escort them to a stairway; however, be aware of employees trained in fire safety who will be using the stairways to get to the Code Red location.
- **Keep calm. Do not panic!**
- Do not turn out the lights in the area.
- A “Code Red – All Clear” announcement will be made when the “Code Red” is cleared. At that time, you may return to normal procedures.
- Remember – be familiar with the location of the fire alarm box (F.A.B.) in the area in which you volunteer.

Emergency Codes

Calling a Code:

Dial 33 from any in-house phone and tell the operator your emergency.

The following signals indicate an emergency situation warranting prompt response by appropriate staff:

Code	Interpretation	Response
Code Blue	Cardiac/Respiratory Arrest	Establish unresponsiveness Call the code - Code Blue
Code Red	Fire	<u>R</u> escue the patient <u>A</u> larm – Pull it! <u>C</u> ontain the fire <u>E</u> xtinguish the fire
Code Gray	Missing Person/Resident	Call the code gray Call security Check exits and stairs
Code Green	Disruptive/Violent Situation	Call the code green Response by male staff and security
Code pink	Abduction	Response by trained staff
Code Yellow	Emergency Preparedness/Disaster	Refer to your unit/dept section of the Disaster Manual
Code Purple	Security Needed (Violent situation, hostage situation, or bomb threat)	Refer to Safety Manual in your department
Code Silver	Active shooter	Shelter in place OR escape if able and safe to do so

Additional information about these codes can be found in the following locations:

UPMC Western Maryland Administrative Manual