

## **WELCOME**

Welcome to the Volunteer Program at DCH Health System. In becoming a part of the Volunteer Program with the DCH Health System, you have joined a team of people dedicated to sharing a common objective of excellent service which has earned us recognition of being one of the finest health-care providers in the state.

The patient is always the focal point of the hospital. When you help patients, you help maintain the reputation we have of providing that extra Tender Loving Care. The services you perform help the economy of our hospital greatly. You are a member of a team that shares one goal to provide quality, compassionate health care to the people of West Alabama.

### **History**

Under local ownership and leadership for almost 90 years, the DCH Health System has continually evolved to offer advanced caring to West Alabama. As the community grew and as medicine developed new procedures, a small hospital expanded its services to become a regional medical center. Today, the DCH Health System operates DCH Regional Medical Center, Northport Medical Center, Fayette Medical Center and Pickens County Medical Center.

1923- Opening of the 50-bed Druid City Hospital Corporation

1946- The City and County of Tuscaloosa acquired ownership of the hospital

1947- DCH moved to a temporary site in a converted Army Hospital while construction began on the present hospital building.

1952- The new 240-bed hospital opened, growing to its present 583-bed capacity

1982- The DCH Board of Directors restructured as the DCH Healthcare Authority, operating as the DCH Health System, as a community-owned system of facilities and services.

1985- Druid City Hospital Regional Medical Center was changed to DCH Regional Medical Center

1992- Northport Medical Center, serving the community since 1976, becomes part of the DCH Health System

## **MISSION**

DCH Health System provides high quality, compassionate community-based health services to the communities we serve through our employees, physicians and volunteers in a financially responsible manner.

## **VISION**

We will improve the health at the communities we serve by providing care with exceptional clinical outcomes and patient experiences.

## **VALUES**

### **Basic Beliefs**

- The customer's needs are critical.
- We will seek to improve processes without focusing on blame.
- Quality is everyone's job.
- The person doing the job knows it best.
- People deserve respect.
- Teamwork works.
- There is value in differences.
- Involvement builds commitment.
- Support, recognition and open communication build success.
- You make the difference.

## **TYPES OF VOLUNTEERS**

Whether you are interested in working on the main floor or amidst the different wings of the hospital, becoming a volunteer at DCH is sure to make you feel the satisfaction of making a positive impact on the community. In addition, DCH is glad to work with you in order to create hours that suit your schedule.

### **Junior Volunteers**

- Summer Only
- Learn new skill sets
- Teaches the importance of responsibility
- Looks great on college applications!
- Early experience results in increased independence

### **College Volunteer Program**

- Year Round
- Looks great on resumes!
- Opportunities to meet other students with similar interest
- Flexible with your schooling
- Explore career options
- Teaches responsibility and trust

### **Adult Volunteer Program**

- Year Round
- Offers an array of jobs that match your skill sets
- Social, friendly environment
- Flexible

## **VOLUNTEER ONBOARDING PROCESS**

The Volunteer Services Department is committed to providing equal opportunity for all applicants volunteering in the medical centers. This includes the acceptance, training, and assignment of volunteers regardless of race, color, religion, national origin, ancestry, sexual orientation, gender, age, marital status, disability or medical condition, or any other reason or factor prohibited by law.

The Department has responsibility to recruit the most qualified volunteers, determine their capabilities and make assignments accordingly.

### **Qualifications and Requirements**

All prospective volunteers must be at least 14 years of age, in good health, able to communicate well in English (knowledge of a second language is a plus) and willing to purchase and wear a volunteer uniform. Prospective volunteers must complete an application for service. Applicants are interviewed. A criminal background check is completed, a tuberculosis screening and drug screening =====orientations are required prior to beginning work. Completed information regarding volunteers is kept in the volunteer's personnel file which is confidential and stored electronically.

- Volunteers must observe all Health System and departmental policies and procedures including safety and infection prevention training and practices, identification, confidentiality, uniforms and dress code requirements, sign-in procedures, smoking policies and annual health screening. This information is presented at the general orientation which is the required introduction to the Health System. Acceptance into the volunteer program is based on the Health System's needs at the time, types of skills needed, flexibility of prospective volunteer, attitude of prospective volunteer and his/her poise and appearance.
- Adult volunteers are required to commit to a minimum of 100 hours of service per year and for a period of at least six months of service.
- Junior Volunteers (middle school and high school ages 14 to 18) must be willing to commit to a minimum of forty hours per summer.
- College Volunteers must be willing to commit to a minimum of forty hours per semester.
- The volunteer program is not meant for the sole purpose of job/career training, nor is it meant to lead to paid employment at the Health System. However, becoming a volunteer does provide individuals with an opportunity to experience working in a busy medical center environment, while providing needed services and assistance to the medical center staff, employees, patients and their families.

### **VOLUNTEER DEPARTMENT GOALS**

A DCH Health System Volunteer is a member of a team of individuals who serve without salary under staff supervision and direction. Service is of a non-professional nature that adds a most important ingredient to health care – love and concern for people. It improves the service and lightens the burden, allowing the professional staff more time to care for patients. A DCH Health System Volunteer, more than any other person on the team, has the time and opportunity to create an atmosphere of friendliness and goodwill.

#### **The goals of each volunteer are to...**

- Assist health system staff, releasing them for essential duties that only they can perform
- Bring a greater personal dimension to the delivery of health care
- Serve as vital ambassadors between the health system and the community

#### **The goals for the department are to...**

- Continually improve communication, training and education for volunteers and health system staff regarding the volunteer program
- Effectively and creatively integrate volunteers into the total human resources in order to take an active part in meeting goals of the Health System
- Appropriately utilize each volunteer's background and skills
- Develop programs to meet the needs of departments and individuals
- Recognize the efforts and contributions of volunteers and provide them with an opportunity for both personal and career development

#### **Participation as a volunteer provides opportunities to...**

- Acquire new skills and knowledge
- Develop new interests
- Make new friends
- Learn to be more compassionate and understanding
- Experience satisfaction in helping others

## **VOLUNTEER DUTIES**

The health care industry is changing rapidly and you have an opportunity to provide service during these exciting and challenging times. You may work in an office area, reception/waiting area or clinical area. While volunteers do not give medication or assume responsibilities for patient care, you can provide assistance to employees who are administering treatment or doing tasks that help us accomplish our mission of providing for their health care needs. Additionally, you can provide that extra friendly and personal service that is so important to the well-being of our patients by visiting, listening, and assisting the patient in non-medical ways. Many times, the smiles and friendly greetings from you help insure more rapid recovery and certainly make them feel they are in friendly surroundings - one in which people care.

## **ETHICS FOR VOLUNTEERS**

A volunteer is subject to the same code of ethics that governs the professional staff of the hospital. The following guidelines apply:

1. Any information obtained about the patient or his condition at the hospital is strictly confidential. We urge you to be discreet in your conversations. Should someone ask you for information concerning a patient, tactfully refer them to the Information Desk in the Lobby. Patient charts and medical records are confidential and may not be read by volunteers. Confidential computerized information is password protected. Passwords may not be shared. Computer hacking or attempting to enter an additional system will not be tolerated. A violation of confidential information is a violation of hospital ethics. You will be asked to sign a "Statement of Confidentiality" during your orientation. It states that breach of confidentiality (not only patient/customer information, but department information deemed and explained by the Director of Volunteers or Auxiliary Board as confidential) will result in immediate dismissal from the volunteer program.
2. Be dignified, pleasant, kind and cooperative. Your dignity will inspire confidence. Your courteous manner should be extended to everyone - hospital personnel, doctors, nurses and fellow volunteers – but especially to patients, anxious relatives and visitors. Listen with compassion and understanding. Answer questions professionally and with competence. Treat visitors as you would like to be treated. Treat everyone the same, regardless of age, race, color, creed, financial condition, appearance and disability.
3. Do not call physicians by their first names or discuss personal affairs while on duty, although you may be a personal friend. Do not detain physicians as their time is limited. Solicitations of free medical advice or prescriptions are considered discourteous. Do not request professional advice from any staff members.

4. Do not discuss your own worries, illnesses or family problems with patients or visitors. Further, your professional discretion on when and what to say helps the employee staff focus on the needs of our patients and guests. While on duty, it is best to limit your conversations with employees to medical center business. Patients may divulge information that is highly personal. If this is the case, volunteers should listen with compassion and understanding, but should not invite confidences. Volunteers should never offer opinions on personal affairs, medical treatment, administration of medication, choice of physicians, or referral of services.
5. Your best conduct is expected at all times. You must control your emotions and remember to speak in quiet tones so your voice will not disrupt others, whether in office areas, patient care areas, or hallways.

### **DRESS CODE AND PERSONAL APPEARANCE POLICY**

Good personal hygienic habits are imperative.

- Jean style pants and shirts are not acceptable in any color fabric. Denim skirts, jackets dresses are allowed but not denim jeans of any color are permitted.
- Adult volunteers wear a blue uniform jacket or vest over street clothes. Junior volunteers wear royal blue scrub sets. College students have the option to wear royal blue scrub sets or the jacket or vest over street clothes. All uniforms are available for purchase in the Volunteer Office.
- The badge is worn at all times as part of the uniform. Badges are to be worn in the upper chest area and should be worn horizontally, with only a DCH sanctioned badge holder, or pull pin with the picture and name displayed prominently. Only DCH service and award pins, badges, or patches may be worn on the uniform. No political, religious or message buttons, stickers, ribbons, or pins not issued by the hospital may be worn. Badges are returned to the Volunteer Services Department when you no longer volunteer for DCH Health System.
- Uniforms and street clothes must be clean, pressed and in good condition. All clothing should fit properly and be appropriate to the job being performed, i.e., no plunging necklines, excessively revealing splits in skirts, tight-fitting clothes, casual wear such as shorts, crop tops, etc. No printed promotional t-shirts or tank tops are allowed. Collegiate logo knit shirts are permitted on the Friday and Saturday of a game.
- Dress lengths should be appropriate to the job being performed, and should not be shorter than 2 inches above the knee. Split skirts at or below the knee are permitted. Pants and pantsuits are permitted but must be ankle length in patient care areas. Crop pants are permitted in non-patient care areas.
- Shoes must conform to safety and infection control standards by providing safe footing, offering protection against hazards, as well as being quiet for the comfort of the patients. Rubber/foam flip-flops should not be worn. No sandals are allowed in patient care areas. If clogs are worn, socks or hose should be worn. Socks and

hosiery color should be appropriate to the color of the uniform or street-wear being worn. Socks are to be only worn with pants.

- Hair should be neat, clean and well-groomed. Long hair must be secured to not interfere with patient care.
- In patient areas, ornamental jewelry, such as bracelets, dangling earrings and large rings, should not be worn. Small necklaces of short length may be worn. Pierced earrings, if worn, should be studs, or no larger than one-half (1/2) inch in diameter and must be limited to two earrings per ear. In non-patient areas, jewelry should not be an interference or distraction to the work being performed. Jewelry will not be allowed in the eyebrow, nose, tongue or visible piercing other than the ear.
- Aftershave, cologne, perfume, scented lotions and scented make-up are not permitted.
- Fingernails should be clean. The length of the nail and color of nail polish should not interfere with the performance of job duties. Acrylic nails must be active length or shorter.
- Beards and/or mustaches must be clean, well-trimmed and neat. Beards and/or mustaches are discouraged in areas where masks are routinely worn.
- Gum chewing is not permitted while performing work. Eating and drinking are permitted only in designated areas.
- Failure to comply with DCH Health System dress code and personal appearance policy may result in dismissal.

### **GENERAL RULES**

1. Check with a registered nurse or unit secretary before doing anything for a patient that might be contrary to doctor's orders. Example: If a patient asks for food, drink, or requests a purchase of any kind, check with registered nurse or unit secretary on the unit to be sure the patient may have what is requested. Keep a pad and pencil with you to write down patients' names and room numbers when running errands.
2. Obey signs on patients' doors and throughout the hospital, such as "universal precautions", "wet floor", etc. If in doubt about infection prevention guidelines, such as "strict isolation", ask at the nurse's station.
3. Always verify names of patients when delivering mail, flowers, gifts, etc. Check with nurses' station if necessary and leave mail at nurses' station if patient is not in the room. If patient is discharged, return mail to hospital receptionist in the main lobby for forwarding.
4. Intensive and sub-intensive care units require special visiting and delivery rules and regulations and do not have telephones in patient rooms. Familiarize yourself with the rules for these units by communicating with the unit secretary at the nurse's station.
5. Read bulletin boards in your work station and at the computer sign-in station to keep abreast of what is going on around you and what may affect you.

6. Do not attempt a job if you do not have proper training (such as using a wheelchair or stretcher, feeding patients, etc.).
7. Do not give out room number if patient is confidential.
8. Familiarize yourself with the layout of the hospital (room and department locations, etc.) Departments are relocated from time to time, so keep abreast of these changes.
9. Parking for volunteers is available in the adjacent open parking lot or parking decks. The identification badge can be swiped at the gate for free exit from the parking decks at the Regional Medical Center.
10. Personal telephone calls and texting should be kept to a minimum. Be very discreet at your work station.
11. DCH Health System facilities are completely smoke-free. Smoking is not allowed anywhere on our campuses.
12. If working at least a four hour shift, a break may be taken in a designated break area. Be discreet about eating and drinking at the work station. It is preferable to go to the cafeteria, coffee shop, or an employee lounge. Breaks are not to be taken in the Volunteer Office.
13. Notify the Volunteer Manager immediately whenever your name, address, telephone, or emergency information changes. The department endeavors to keep records as current as possible.
14. A successful volunteer is someone who is flexible and adaptable to change and receptive to new ideas. Volunteers may ask for clarification from the Director of Volunteer Services for the reasons for changes. However, should the volunteer become resistant to necessary changes which must be implemented, the volunteer may be reassigned. Understandably, change can be difficult. Your Director or Manager will assist you in adjusting to change. Please do not hesitate to contact them for support through a difficult transition period.
15. Volunteers must notify the Volunteer Manager when leaving the program and return identification badge. Any changes in placement must also be coordinated with the Volunteer Manager.

## **ATTENDANCE**

Accepting a volunteer position is a serious commitment to the Medical Centers. Your schedule will be based on your availability and the needs of the specific Medical Center and will be coordinated with the Volunteer Manager. The Medical Centers depend on their volunteers to meet these responsibilities.

- Maintain your assigned work schedule and remain the full time you are scheduled to volunteer.
- Always notify the Volunteer Office 205-750-5729 and the area in which you work when



you are unable to report to work. Frequent or extended absences may be cause for reevaluation of his/her commitment and possible discontinuance of service to the volunteer program. If you wish to resign your position, notify the Volunteer Manager.

- Sign IN upon arrival and OUT when you leave on the computer touch screen. At the Regional Medical Center it is located in the Volunteer Office in the South Lobby, in the Volunteer Workroom of the Cancer Center, and the entrance in the Medical Tower. At Northport Medical Center it is located in the Volunteer Office. Any off campus work (e.g., auxiliary business) which occurs off the hospital grounds may be recorded whenever the volunteer comes to the hospital or on a separate sign-in sheet and mailed to the Volunteer Office. This is very important in order to compile a record of hours served for the hospital, both for our administrative reports and for volunteer recognition. Documentation of donated hours can be provided if needed for college or service organizations.
- Please provide sufficient notice to the Volunteer Office as well as the assigned area of planned vacations.
- The Volunteer Office is closed on recognized holidays which include Memorial Day, July 4th, Labor Day, Thanksgiving Day, Christmas Day, and New Year's Day. However, volunteers who are available on those days are welcome to report to their assigned areas if open, or assist in other areas if their work area is closed for the holiday.

## **ACCIDENTS AND ILLNESS**

While your work in the hospital is not considered hazardous, should you have a serious accident while at work, report immediately to the Emergency Department. For less serious accidents for which you need medical attention, report first to the person in charge in the area you were injured. Any accident or injury that occurs while on duty must be reported immediately. Should you feel your injury does not warrant medical care, please indicate "refusing medical care" which will be documented.

Do not report for duty if you are not well. Be sure to call the Volunteer Office 205-750-5729 and the area in which you work to let them know you will not be working as scheduled. If you become ill while on duty, notify staff, check out and go home.

## **COMPLAINTS**

If a patient or visitor complains about something, don't argue or offer excuses; simply say, "I'm sorry you have had difficulty. I will report that to the proper person" and do so! Comments regarding direct patient care should be directed to the nurse or nurse manager.

If you, the volunteer, have a complaint or problem, report it immediately to the Volunteer Manager, 205-759-7174 or the Director of Volunteer Services, 205-759-7141. The Volunteer Manager at Northport Medical Center can be reached at 205-333-4993. You are always welcome to speak with them by phone or in person.

Be a team player! Complaints are sometimes used as subjects for gossip. Be a professional. Direct your concerns to the Volunteer Manager or the Director of Volunteer Services.

## **HARASSMENT**

DCH Health System is committed to maintaining a work environment that is free from unlawful discrimination and harassment where volunteers and employees at all levels are able to devote their full attention and best efforts to the job. Unlawful harassment, either intentional or unintentional, has no place in the work environment. Accordingly, it is and shall continue to be the policy of DCH Health System that their work environment shall be free from all forms of unlawful harassment and intimidation. DCH prohibits unlawful discriminatory practices and harassment on the basis of sex, age, race, color, national origin, religion, disability or any other factor protected by law, whether the harassment is caused by a co-worker, management, physician, or other individuals (whether employed by DCH Health System or not). Unlawful harassment can include, but is not limited to: slurs, epithets, threats, derogatory comments and unwelcome jokes which would make a reasonable person experiencing such harassment uncomfortable in the work environment or which would interfere with the person's job performance. Some examples of conduct that could be considered sexual harassment include:

- Unwanted sexual advances
- Offering employment benefits in exchange for sexual favors
- Making or threatening reprisals after a negative response to sexual advances
- Visual conduct: leering, making sexual gestures, displaying sexually suggestive objects or pictures, cartoons, or posters
- Verbal conduct: making or using derogatory comments, epithets, slurs, sexually explicit jokes, comments about a volunteer's or employee's body or dress
- Verbal advances of a sexual nature or propositions
- Verbal abuse of a sexual nature, graphic verbal commentary about an individual's body, sexually degrading words to describe an individual, suggestive or obscene letters, notes, or invitations
- Physical contact: touching, assault, impeding or blocking movements

The purpose of this policy is not to regulate our volunteer's personal morality. It is to assure that in the workplace, each volunteer is able to accomplish his or her job without being subject to unlawful harassment.

Volunteers, employees, patients, or visitors who believe they are being subjected to sexual harassment should report such incidents to the Vice President of Human Resources. A prompt, thorough and confidential investigation will be conducted. Persons who are not satisfied with the conclusions or results of the investigation should present their complaint to the corporate Compliance Officer or Vice President of Human Resources.

## **CORPORATE COMPLIANCE INITIATIVE**

Patients, medical staff, volunteers, payers, providers and employees of the DCH Health System (DCH) have a right to expect that they will be treated honestly, fairly, and with integrity. At the same time, DCH competes vigorously in a highly competitive and rapidly changing field. As such, a variety of situations and questions are encountered which are both ethical and legal in nature. These situations and questions must be dealt with in a manner consistent with the highest standards of ethical conduct.

The functions and purposes of the Corporate Compliance Initiative are to attempt to prevent

the occurrence of unlawful or unethical behavior, to stop any such behavior as soon as reasonably possible after it is discovered, to discipline the individuals involved (including the individuals responsible for any failure to detect, or report a violation) and to implement changes in policy and procedure necessary to avoid a recurrence of any violation.

Any volunteer, employee or individual affiliated with DCH who becomes aware of any illegal conduct or behavior in violation of any policy concerning compliance, or any state or federal law or regulation, should report it immediately, fully and objectively to the Corporate Compliance Office, his/her supervisor, Human Resources, Internal Audit or the CEO. All reports will be appropriately investigated and to the extent possible, be kept strictly confidential. The Corporate Compliance Officer retains final authority over all compliance related investigations, and these investigations shall be conducted under the direction of the General Counsel.

### **ELECTRONIC DATA PROCESSING SECURITY POLICY**

Because DCH depends on its computers, it is essential to protect these systems and machines from misuse and/or unauthorized access.

That is why it is against DCH policy to use DCH's computers without permission, to use DCH computers to access outside computers, or to allow outside computers to access DCH's computers. It is against policy to use passwords or codes without permission or to distribute passwords or codes to others. Hardware and software should not be removed from DCH without authorization. Any intentional acts or acts of misconduct or horseplay which damage or destroy any DCH computer or data are prohibited. Violation of DCH's policy may trigger violations of state or federal law as well.

### **INSPECTION POLICY**

Increasing problems in recent years with thefts and pilferage of DCH and employee personal property from DCH premises warrant the following additional security measures. DCH as a matter of policy expressly reserves the right to inspect, at random, parcels, packages, handbags, briefcases and other similar items and their contents while being brought into, while at, or while being removed from the premises of DCH by any volunteer. DCH further reserves the right to remove them from and retain any property belonging to DCH or any other property not lawfully in the possession of the volunteer.

### **SOLICITATION AND DISTRIBUTION**

To prevent disruption of DCH operations, interference with patient care and inconvenience to our patients and visitors, the following rules apply to solicitation and the distribution of literature.

Volunteers of DCH may not solicit during working time for any purpose. Volunteers may not distribute literature during working time for any purpose in working areas. Working areas are all areas in DCH, except the cafeteria, employee lounges, lobbies and parking areas.

Working time does not include break periods and meal times, or other periods during the work day when volunteers are not properly engaged or supposed to be properly engaged in performing their work tasks. Working time includes the working time of both the volunteer

doing the soliciting or distributing and the volunteer to whom the soliciting and distributing is directed.

Persons not working at DCH may not solicit or distribute literature on DCH's property at any time, for any purpose.

### **HEALTH SCREENING FOR VOLUNTEERS**

New volunteers are required to have a blood test that detects exposure to tuberculosis (TB), called a T-spot, prior to beginning work.

If the volunteer has had a previous positive tuberculosis skin test (TST), they must inform the Employee Health Service staff, and will be required to complete and sign a Previous Positive Questionnaire form.

Completion of the required health screening procedures provides clearance for one year. Each year thereafter, volunteers are required to have a TST through DCH Employee Health Services, or provide appropriate documentation from their personal physician in order to complete annual TB screening requirements. If the volunteer is under 18 years of age, they must complete an authorization form with witnessed signature and signature by a parent/guardian for this skin test. Volunteer's cooperation in obtaining the TST or submitting proper documentation to Employee Health Services enables DCH to comply with Occupational Safety and Health Administration (OSHA) and The Joint Commission standards.

Without proper health screening, volunteers cannot continue their service activities.

### **YOUR SAFETY**

Providing safe working conditions for all its volunteers and employees is one of DCH's chief concerns and responsibilities. All volunteers and employees are expected to be safety conscious and to assist in identifying conditions which might cause an accident. Volunteers are to report any unsafe conditions and all work-related injuries, minor or otherwise, to their supervisors. If your supervisor is unavailable, report any unsafe conditions to the Risk Management Department or the Corporate Compliance Department.

During the orientation period, each volunteer is instructed to do his or her job in the safest way possible. DCH's work and safety rules will provide a safe environment only if each volunteer and employee:

- Is alert on the job
- Thinks before taking action
- Consciously takes care to avoid unnecessary rushing
- Reports unsafe practices
- Reports faulty equipment
- Develops a safety-conscious attitude

## **SECURITY SERVICES- ext. 7320**

### **Guidelines That Make a Difference**

- Identification badges must be worn at all times when on hospital property.
- Utilize security escorts when appropriate.
- Do not prop open exterior doors nor allow unauthorized persons to enter through unauthorized entrances.
- Inquire when a visitor looks lost, in need of help or is acting in a suspicious manner.
- Report suspicious persons or incidents to Security immediately.
- DIAL "22" IN AN EMERGENCY SITUATION. Dial "0" at Fayette Medical Center.
- Store your purse or other valuables in a secure place and always lock your car.

## **WORKPLACE VIOLENCE**

DCH Health System does not and will not tolerate any form of violence in the workplace including, but not limited to, any form of verbal or nonverbal threat. This policy applies to all levels of managers, supervisors, volunteers and employees, as well as all visitors to DCH facilities.

All volunteers should promptly report any incidents of workplace violence and are encouraged to suggest ways to reduce or eliminate risks from workplace violence. DCH will insure that no retaliation will be taken against any volunteer who reports or experiences workplace violence.

Any volunteer who believes he or she has been subjected to workplace violence should report any and all such incidents to his or her Department Director/Manager and/or Security. If uncomfortable in bringing a complaint to the attention of his or her Department Director/Manager, the volunteer should contact the Human Resources Department and/or Security.

## **SAFETY OF WORK AREAS**

To minimize the hazards of fire or accidents, volunteers should maintain clean, uncluttered work areas. Volunteers share the responsibility for the appearance of DCH, both inside and out. Do not discard waste material on the floor, grounds or parking lots.

Fire plans and emergency preparedness programs have been established by DCH. Know your hospital's fire instructions and procedures. Locate the fire alarm and extinguisher in your work area and in the hallways. Extinguisher and alarms are located about every 60 feet in the hallways. It is the responsibility of the volunteer to report to the supervisor of his/her assigned area for instructions. All fires, including suspected and/or non-locatable fires or smoke must be reported immediately without any need for authorization from your supervisor or anyone else.

The DCH Fire Plan is: **R.A.C.E.**

**R-** Rescue anyone in immediate danger.

- A-** Sound the alarm, pull the alarm or notify the operator by dialing "22" at Regional and Northport Med. Ctr. Dial "0" at Fayette Med. Ctr.
- C-** Confine the fire/smoke by closing doors.
- E-** Extinguish fire with fire extinguisher.

To use a fire extinguisher: **P.A.S.S.**

- P-** Pull the pin
- A-** Aim the hose/nozzle
- S-** Squeeze the handle
- S-** Sweep from side to side

### **SAFETY TIPS**

- Pick up any object on the floor that may cause an accident.
- Wipe up any spills on the floor when possible or notify Environmental Services by dialing.
- Do not use any electrical equipment or extension cords unless approved by Engineering Services.
- Assist any person who seems near fainting or has fallen and stay with them until help arrives.
- Always be aware of announcements coming over the intercom system and remain clear of any area experiencing an emergency.

### **DISASTER**

A disaster includes any type of major fire, explosion or force which endangers the lives of people. An internal disaster is a disaster which occurs within or on the medical center premises. An external disaster is one which causes injury to persons in the community.

As a volunteer, you can help to provide prompt and effective service in the event of a disaster by becoming familiar with the functions assigned to your department in the event of a disaster, by participating in disaster drills when asked to do so, and by keeping calm and following directions.

#### **Volunteer Duties:**

- Volunteers are free to leave the premises when the Disaster Code is announced but must notify the Volunteer Office that they are leaving, to insure accountability, unless requested by Security not to leave the premises.
- Volunteers may report to the Medical Center to assist if they are not already working when the code is announced. Photo identification badges are provided for volunteers and must be worn.
- Individual departments may utilize the volunteers in the functions of their disaster plan, if the volunteer chooses to stay and help.

## **HAZARDOUS MATERIALS SAFETY BASICS**

Chemical products and medical gases are a necessary component of health care. When handled incorrectly they can burn, explode, cause tissue damage or lead to acute and chronic health hazards. Injuries can occur through inhalation, absorption, splashes and ingestion.

### **Chemical product labels provide:**

1. Chemical identity
2. Signal words such as "Caution", "Danger", or "Poison"
3. Information on hazards such as flammable, corrosive or irritant
4. Requirements for handling and storage

\*\*\* Substances transferred from original container to secondary container must be labeled with product name, any health and required Personal Protective Equipment

\*\*\* S.D.S. Manuals are maintained in and by individual departments for your reference.

### **Safety Data Sheets (S.D.S.) provide:**

- a) Detailed information on Hazardous Materials provided by manufacturer:
- b) Chemical identification
- c) Hazardous ingredients
- d) Fire, explosive and reactivity data
- e) Health hazards
- f) Special precautions for handling
- g) Any required personal protective equipment such as gloves and eye protection
- h) Proper storage and disposal

### **You have a responsibility to:**

1. Know the hazards of any product with which you work
2. Read all the container labels
3. Use any required Personal Protective Equipment
4. Handle, store and dispose of Hazardous Material safely
5. Notify immediate supervisor and Environmental Services of any spill or release
6. Report any hazardous material exposure to your supervisor or the Volunteer Coordinator who will advise appropriate action and document on the Midas Remote Data entry Screen

**"THERE ARE NO SUCH THINGS AS SAFE CHEMICALS-ONLY SAFE WAYS TO USE THEM"**

## **DCH EMERGENCY CODES**

**DIAL “22” and identify type of emergency at Regional and Northport Medical Centers  
Dial “0” at Fayette Medical Center**

<b><u>Situation</u></b>	<b><u>Code</u></b>
Fire	Code Red
Severe Weather Room 101 (Willard Auditorium) at DCH Regional Medical Center is the safest area to go to in case of severe weather.	Code Grey
Medical Emergency	Code Blue
Medical Emergency (Child)	Code Purple
Infant/Child Abduction	Code Pink
Emergency/Disaster Plan To Be Implemented	Code Yellow Alert
Emergency/Disaster Plan Implemented	Code Yellow Active
Show of Force	Code Strong
Lock Down	Code White
Active Shooter	Code Silver (Call 7320 instead of 22)
All Clear (repeated 3x)	Code (appropriate color)



# HIPAA

## What is HIPAA?

HIPAA stands for the Health Insurance Portability and Accountability Act and was passed as a law by Congress in 1996. The purpose of HIPAA is to set national standards for the protection of patient information, with a compliance deadline of April, 2003. HIPAA applies to ALL healthcare providers: hospitals, physicians, insurance companies, labs, homecare companies and surgery centers. It also covers ALL forms of protected health information; i.e., oral, written and electronic.

## Sharing Information

HIPAA allows for the provider of care to use health information for **Treatment, Payment and Operations (TPO) (Table 1)**. Before HIPAA, it was common to use patient information for other purposes and to share more than the **minimum necessary** information. Now patients need to give prior authorization for the use of their health information for non-TPO purposes.

## Consequences

It has always been against hospital policy to improperly share, use or dispose of patient information in the wrong way. Under HIPAA, there are now fines and penalties for this. We treat privacy seriously, which is why every volunteer and team member is required to sign a confidentiality form. A breach in privacy may result in termination. Additionally, wrongful and willful disclosure of health information carries fines and can involve jail time.

Table 1	TPO Definitions
Treatment	Providing Care to Patients
Payment	Getting Paid for Patients
Operations	Normal business activity such as quality improvement.  Training, auditing, customer service and resolution of grievances.

## Volunteers and HIPAA

It is everyone's responsibility to take the confidentiality of patient information seriously. Anytime volunteers come in contact with patient information (or any personal health information) written, spoken or electronically transmitted, they become involved with some facet of the HIPAA regulations.

### Protected Health Information (PHI)

According to HIPAA **all** of the information listed in **BOX 2** can be used to identify a patient. This information is referred to as **Individually Identifiable Health Information (IIHI)**. Removing a patient name from a chart is no longer sufficient to **de-identify** a patient. HIPAA refers to this information as **Protected Health Information or PHI**.

#### BOX 2

- Addresses
- Dates
- Telephone or Fax Numbers
- Social Security Numbers
- Medical Records Number
- Patient Account Numbers
- Insurance Plan Numbers
- Vehicle Information
- License Numbers
- Medical Equipment Numbers
- Photographs
- Fingerprints
- Email addresses
- Internet addresses

**Any health information that identifies someone or can be used to identify a person must be protected.**

### Information Disposal

We have to handle and dispose of patient information carefully, such as using a shredder instead of throwing patient information away. The procedure for the proper disposal of health information will be part of service-specific training.

Rule-of-Thumb...NEVER dispose of patient information in any open area trash bin.

**When in doubt- ASK!!!**

**Under the minimum necessary rule volunteers should only have access to the information they need to fulfill their assigned duties.**

### HIPAA Points to Remember

- **ALWAYS STOP** and ask yourself – “Should I be sharing this patient information?”
- If it does not pertain to TPO, don't discuss it!!
- Think of patient information about fellow volunteers, neighbors and acquaintances as **protected information, not for sharing!!**
- Dispose of patient information by placing in appropriate shredding bins, never in open wastebasket.
- Turn computer screens off if you leave the station for any reason.
- Report all abuses. Enforcing the regulation is everyone's responsibility.

**HIPAA Hotline Number is 1-800-317-6765**

## **INFECTION PREVENTION FOR VOLUNTEERS**

Volunteers are an integral part of hospital operations. They are involved with staff, patients and visitors. Volunteers provide direction, information and assistance. They may assist with transportation of wheelchair patients in and out of cars and hospital rooms. It is essential that volunteers have an understanding of hospital policies and procedures related to Infection Prevention and Control; i.e., the use of gloves and hand hygiene.

**Hand Hygiene** - Hand hygiene is the single most important and most effective way of preventing the spread of germs.

**When to perform Hand Hygiene:**

- Upon arrival to work
- Frequently following a delivery to patient rooms
- Before and after serving food
- After using the bathroom
- Before leaving work area for home
- After removing personal protective equipment; i.e., gloves

The use of alcohol foam is appropriate when hands have not touched something wet and are NOT visibly soiled.

### **Standard Precautions**

Standard precautions are indicated for all patients to prevent exposure to blood or body fluids. Key elements include use of:

- Appropriate personal protective equipment (PPE) or mask, eye protection, gloves and gowns.
- Hand hygiene
- Proper handling of potentially infectious waste

### **Conditions that Require Additional Precautions**

An Isolation Sign will be posted outside a patient's room if there is the suspected presence of a disease that is potentially transmitted by various routes that would require additional precautions; i.e., contact, droplet, and airborne. Volunteers are not to enter ANY isolation precaution rooms.

Washing hands properly makes a difference. Use this technique.

1. Turn on the water, adjust the temperature to warm, wet hands and apply soap.
2. Work up a lather using friction to all hand surfaces for at least 15 seconds. Get under nails, around cuticles and between fingers.
3. Rinse hands, using more friction to remove all soap, dirt and germs, Angle hands downward.
4. While water is running, dry hands with a clean paper towel.
5. Use a new paper towel to turn off the faucet.

You will find reminder signs throughout the hospital – “Did You Wash ‘Em?” Wash your hands frequently! If you are exposed, notify your supervisor.

**Questions regarding Infection Prevention should be directed to the Infection Prevention Department at 205-750-5627. At Fayette Medical Center, call 205-932-1254.**

### **DISCOUNTS**

Volunteers receive a 25% discount in the cafeterias when paying with cash and 30% discount in the Shops at DCH. Also, membership fees are waived for the volunteer to participate in the DCH Golden Years Program, age 50 or older, while their spouse's fee is \$15.00.

### **OTHER BENEFITS**

Flu shots are available to volunteers free of charge when offered to employees annually.

Volunteers may participate in educational offerings for employees and may also join the DCH Credit Union.

## **DCH Health System Behavioral Standards Customer Service**

### **Be Considerate and Courteous to Everyone**

- Welcome every customer immediately by making eye contact, smiling, greeting in a friendly manner and introducing yourself with your name, title and/or department.
- Explain any and all delays in service. If a customer needs to wait, update them every 15 minutes on status
- Respond quickly and anticipate the customers' needs. Provide direction and/or assistance as needed. Offer to walk the customer to their destination if possible.

### **Treat Others Like You Want to Be Treated**

- Call customer by proper name, Mr. /Mrs. /Miss/Ms., unless directed by the customer to do otherwise; treat each person as if he or she is the most important person in our facility.
- Maintain our customers' privacy at all times; if there is a closed door, knock. When closing the door or pulling the curtain around their bed, let them know it is to provide for their privacy.
- Ask customers: "Is there anything else I can do?" Thank our customers for choosing DCH Health System.
- Tell people what you are going to do to them, and tell them what happens next.

### **Be Supportive and Cooperative with Each Other**

- Avoid giving "excuses and justifications" such as blaming other areas or shifts.
- Take responsibility for taking care of a customer's problem. It is our job. We are the DCH Health System. If a patient has a problem we have a problem.

### **Display Pride in Your Job and the Institution**

- Never say: "We are under-staffed."
- Serve you community, employees, your fellow volunteers and your customers with pride and respect.
- Our dress will be professional, tasteful, tidy and discreet.

#### Demonstrate Positive Leadership Qualities

- Serve as a positive role model (lead by example)
- Do not discuss confidential information where it might be overheard, such as in an elevator, hallway or outside a patient room.