Dignity Health.

Volunteer Services
Resource Manual

St. Joseph's Hospital & Medical Center
350 West Thomas Road
Phoenix, Arizona 85013
602.406.3000 Main Line

Volunteer Services Office (SJHMC): 1st Floor, Main Entrance
Phone Number & 24-Hour Voice Mail: (602) 406-3020
Fax Number: (602) 406-7162

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Who We Are

Located in the heart of Phoenix, Arizona, St. Joseph's Hospital and Medical Center is a 607-bed, not-for-profit hospital that provides a wide range of health, social and support services with special advocacy for the poor and underserved.

St. Joseph's is a nationally recognized center for quality tertiary care, medical education and research. It includes the internationally renowned Barrow Neurological Institute®, the Heart & Lung Institute®, University of Arizona Cancer Center, Adolescent Center and a Level I Trauma Center verified by the American College of Surgeons. The hospital is also a respected center for maternity care, orthopedics, and many other medical services.

St. Joseph's is consistently recognized as a Best Place to Work by *The Phoenix Business Journal*. *U.S. News & World Report* routinely ranks St. Joseph's among the top 10 best hospitals in the United States for neurology and neurosurgery.

Founded in 1895 by the Sisters of Mercy, St. Joseph's was the first hospital in the Phoenix area. The hospital is part of Dignity Health, one of the largest healthcare systems in the west. Chandler Regional and Mercy Gilbert Medical Center as well as St. Joseph's Hospital and Medical Center comprise Dignity Health Arizona.

Dignity Health's Statement of Common Values

Our mission is to deliver compassionate, high-quality, affordable health care; serve and advocate for those sisters and brothers who are poor and disenfranchised; and partner with others in the communities we serve to improve the quality of life. In carrying out our healing ministry, we embody the values of dignity, collaboration, justice, stewardship and excellence.

Dignity Health

Our Team

Leadership Team:

Gabrielle Finley-Hazle
President & Chief Executive Officer

Mary Ragsdale
Chief Operations Officer

Kristina Honiotes
Chief Nurse Executive Officer

Victor Waters, M.D.
Chief Medical Officer

Jeff Jackson
Chief Financial Officer

Margaret McBride
VP of Mission Integration

Julie Riley
Chief Administrative Officer & VP of Service Line Operations

Tina Brucato-Day
VP of Westgate Operations

Volunteer Service Leadership Team:

Sister Margaret McBride
VP Organizational Outreach

Sonora Crittenden
Community Benefit and Health Equity Manager

Mario Medina
Volunteer Services Supervisor

Revision 7/11/2022

Confidentiality of all Hospital and Patient Information

Consider all information, which you may hear directly, or indirectly concerning patients, family members, doctors, or any member of the hospital staff or community-based service area as confidential.

Always respect the patient's right to privacy. Our patient's right to privacy is protected by federal legislation called HIPAA, which stands for the Health Insurance Portability and Accountability Act. Persons who receive health care services have the legal right to expect that the confidentiality of their medical information will be preserved.

HIPAA protects all types of patient information such as any information contained in the patient record, verbal discussions among healthcare providers, and all paper that contains patient information and all electronic systems containing patient information. Anything that can identify a patient is personal healthcare information (PHI) and we are required to protect that information. If printed and we no longer need it, we must dispose of it in one of our locked shred bins as we do not have individual shredders. Please see the supervisor of the area in which you volunteer to locate the closest shred bin.

You do not have a right to access medical information of patients other than on a need to know basis. Accessing patient information for which you have no need to know based on your volunteer duties constitutes a breach of patient privacy. The HIPAA laws require us to implement corrective action for all breaches of patient privacy.

Another important thing to note is that you cannot share information and knowledge gained as a volunteer on your social networks. Cameras and picture taking within the hospital is forbidden, without the proper permission of those involved.

The NO Information Patient

Upon admission to the facility some patients elect to be excluded from the directory and are referred to as "no information" (or no info or NI) patients. When a patient has no info, we cannot release their location or even acknowledge their presence to any individual who calls or attempts to visit them.

If a visitor presents to your volunteer desk looking for the location of a no info patient, you cannot acknowledge his or her presence in our facility. You can

only say "I'm sorry I have no information for anyone by that name." It would be a breach of patient privacy if you told a visitor "this patient is no info."

In this situation, it is best to tell the visitor to contact the patient's family. If a visitor who is at your desk is very upset, you can call the operator and explain the situation. The operator can call the House Manager to verify the visitor's status with the patient. Ask the visitor to wait while the House Manager checks into it. Also be aware that if the house manager has other clinical pressing needs s/he may not get to this request in a timely fashion. You can always contact the volunteer office for assistance as well. We cannot guarantee the visitor a time frame so it's best to encourage them to contact the family.

Useful Guidelines to Protect our Patient's Privacy

1. Speak in moderate tones and keep conversations to a minimum in corridors, elevators, and patient areas.
2. A closed door or curtains drawn around a patient's bed indicate a need for privacy. Please do not go behind drawn curtains or into rooms when the door is closed. Always knock and wait for a response.
3. If you find paper that contains patient information in a public area such as Starbucks, the cafeteria or a restroom, please turn it into the volunteer offices shred bin

Please note that any person wrongfully and knowingly disclosing protected health information is subject to fines and imprisonment. Maximum federal fines for violating a patient's privacy with malicious intent are set at $250,000 along with imprisonment in a federal penitentiary for 10 years.

Remember - ALL information, which you hear in the course of your service, must be considered confidential.

Infection Control

<u>Standard Precautions</u>
- Standard Precautions are used for ALL patients regardless of their diagnosis. Policies and procedures have been designed to promote safe practice that will protect volunteers from exposure to blood or body fluids.

<u>Hand Hygiene</u>
- Hand Hygiene is the most important thing you can do to prevent the spread of infection.
- Disinfect hands upon entering and leaving a patient room, before and after eating, before putting on gloves, after glove removal, after touching items that may be contaminated, after sneezing or coughing, before and after handling infants, and after touching animals.

<u>Alcohol-Based Hand Gel</u>
- When hands are not visibly soiled, decontaminate your hands with an alcohol based hand rub. Apply the gel to the palm of your hand. Rub your hands together, covering all surfaces, until they are dry.
- Alcohol-based hand gels are fast, easy, and efficient and are 99.9% effective in killing germs and bacteria.
- ***"Gel In – Gel Out"*** of each patient room.

<u>Soap and Water</u>
- When hands are visibly dirty or contaminated, wash your hands with soap and water.
- Steps: Wash your hands with soap and water, applying friction between your hands. Cover all surfaces and scrub hands for at least 20 seconds. Rinse thoroughly with water. Dry hands with a paper towel. Turn off the faucet with a paper towel. Discard the paper towel in the wastebasket. If you are wearing a watch or ring, make sure you also wash the area underneath the jewelry.

<u>Immunizations</u>
- Immunizations are available through Employee Health, free of charge.
- Volunteers are screened upon hire for tuberculosis. Further need for screening occurs if the volunteer is exhibiting symptoms and/or if the volunteer has had a known exposure to a person that has tuberculosis.
- The influenza and COVID vaccines are now required for volunteers, and are available through Employee Health, free of charge.

<u>Exposures</u>
- In the event of an exposure to blood, body fluids, or if you accidentally get stuck with a needle, notify a staff member and report to Employee

Health. If the exposure occurs after hours or on the weekend, report to the Emergency Department. You will need to fill out an Exposure Report. The blood borne pathogens that healthcare workers and volunteers are at most significant risk for are Hepatitis B and C and HIV.

Isolation
- Volunteers visiting patients in isolation will need special permission/instruction from the RN before entering these rooms.
- Patients in isolation will have a special sign outside their door indicating the type of isolation (Airborne, Droplet, or Contact Precautions).
- Volunteers will never enter a patient's room if they are in Airborne isolation or require use of a NIOSH respirator!

Tuberculosis (Tb)
- Volunteers should never enter airborne isolation rooms.
- Tuberculosis is spread in the air by breathing in the TB germ coughed out from a person with active TB.
- A positive TB skin test means the person has been exposed to tuberculosis. The person will need additional testing to determine if active disease is present.
- Patients with suspected or known TB are placed in negative pressure rooms. Healthcare workers are required to be "fit-tested" and wear N-95 respirators when going in these rooms. We do not want our volunteers at risk, so again, no entering Airborne isolation patient rooms.

Personal Protective Equipment
- **Gloves** are worn when you anticipate exposure to blood or body fluids or when handling lab specimens or tubes of blood. Gloves should be worn if the volunteer has cuts, abraded or severe chapped skin, or dermatitis. Gloves should not be used if they are cracked, peeling, discolored, or have punctures or holes. Remember to disinfect your hands before putting on gloves and after removing gloves. Gloves should be single use and should not be worn as a replacement for hand hygiene.
- **Gowns** are worn to protect the body and exposed areas of the arms and when you anticipate contact of clothing with blood or body fluids.
- **Masks and Face Protection** is worn to protect the nose, mouth, and eyes.

Respiratory Etiquette
- Cover your mouth and nose when sneezing, or coughing - use your sleeve or a tissue, not your hands.
- Put used tissues in the trash can and disinfect your hands.
- Masks can be worn if coughing.
- Do not volunteer if you have a respiratory illness or are not feeling well.

Biohazard Trash (Red Bag Trash)
- Gauze dripping with blood, sharps, scalpels, needles, and microbiology waste are examples of biohazard waste.
- Notify a staff member if you find needles or broken glass.
- DO NOT handle biohazard trash or needles.
- DO NOT pick up broken glass with your bare hands.
- DO NOT retrieve items from red bags.

Dressings or Bleeding
- Notify a staff member if a patient's dressing falls off.
- Notify a staff member if bleeding occurs.
- DO NOT handle dressings without gloves.

Artificial Nails
- Artificial nails, gels, adhesives and/or enhancements are not allowed if volunteering in patient care areas. This also includes areas that indirectly impact patients such as Food and Nutrition Services (FNS), EVS, and Pharmacy.

Telephone Numbers
- Volunteer Services: 602-406-3020
- Employee Health: 602-406-3172
- Infection Control: 602-406-3955

Infection Control Policies
- Refer to the SJH Intranet for IC Policies
- "Click" on Hospital Policies and Procedures
- "Click" on Series 29000 (Infection Control Policies)

Code of Conduct/Ethical Conduct

Dignity Health is committed to the highest standards of business ethics and integrity. Employees and volunteers are charged with representing Dignity Health accurately and honestly, as well as dealing fairly with its competitors, customers and vendors, and refraining from any activity intended to defraud anyone of money, property or services. Dignity Health also expects supervisors, co-workers, vendors, volunteers and medical staff members will treat one another with dignity, respect and courtesy.

Honest Communication

Employees and volunteers are expected to communicate with candor and honesty in performing their job responsibilities and in dealing with Dignity Health's attorneys and auditors. Employees and volunteers are not to make false or misleading statements to any patient, person or entity doing business with Dignity Health.

Misappropriation of Proprietary Information

Employees and volunteers must not steal or misappropriate confidential or proprietary information belonging to another person or entity. They also must not use any customer list, price list, contract, publication, document, computer program, information or product in violation of a third party's interest in such a product. Employees and volunteers must not copy documents or computer programs in violation of applicable copyright laws or licensing agreements. Employees and volunteers must not use confidential business information obtained from competitors in violation of a covenant not to compete, prior employment agreements, or other contracts.

Confidential Information

Employees and volunteers must not disclose confidential patient or business related information to unauthorized persons.

Employees and volunteers must protect a patient's personal privacy and preserve the confidentiality of a patient's medical treatment program, including the patient's medical records, in accordance with all applicable laws and Dignity Health policies.

Employees and volunteers possess and have access to a broad variety of confidential, sensitive and proprietary information. Much of the information regarding Dignity Health, its hospitals, patients and employees is private and must be kept confidential. If you have any questions whether information falls within these categories, seek guidance from your manager, facility privacy official, human resources representative, Facility Compliance Liaison, System Compliance Directors or the Dignity Health Hotline at 1-800-938-0031.

The privacy principles of Dignity Health require that all Protected Health Information (PHI), as defined in the rules and regulations of the Administrative Simplification Section of the Health Insurance Portability and Accountability Act of 1996 (HIPAA), be maintained and secured in a manner required by the HIPAA and other applicable federal and state laws and Dignity Health policies. These principles shall also extend to the protection of business information proprietary to Dignity Health. Dignity Health has developed and implemented specific broad policies and procedures to uniformly support these privacy principles.

- **Right to Privacy:** Dignity Health Patients have certain rights regarding privacy and the confidentiality of their PHI. The Dignity Health Facilities will limit the use and access to PHI as required by law and Dignity Health policy.

- **Patient Rights:** Dignity Health Patients have certain rights related to their PHI, and all facilities and employees shall comply with Dignity Health policies and procedures.

- **Provision of Notice:** As required by law, notice of how Dignity Health uses and discloses PHI shall be available to Dignity Health patients.

- **Privacy Officer:** The Dignity Health Board of Directors shall appoint a privacy official to be known as Chief Privacy and Data Security Administrator. This Dignity Health employee is required to identify necessary personnel to carry out this function and approve Dignity Health system-wide policies and procedures to implement these privacy principles.

- **Education:** Dignity Health entities shall provide education to their workforce on these privacy principles.

Dignity Health Hotline 1-800-938-0031

Dignity Health

Patient Rights

- Patients are treated at all times with care, concern and respect. They are entitled to prompt and courteous responses to their needs for treatment or service.

- Medically necessary care is provided to patients conditioned on informed consent. A patient's refusal of care or procedures is respected. Care is provided as efficiently as possible, consistent with our obligation to maintain quality. Patients are entitled to complete disclosure of all charges.

- Patients are informed of their right to self-determination. This right respects the competent adult patient's right to participate in and make his/her own healthcare decisions after receiving his/her physician's complete disclosure of the nature and consequences of proposed healthcare, including significant benefits, risks and alternatives. A patient has the right to accept medical care or to refuse treatment, and to be informed of the medical consequences of such refusal.

- Medicare beneficiaries are given a variety of written notices upon admission or at discharge, including notices that care is subject to a Quality Review Organization (QIO) and Utilization Committee review. Also, additional patient rights apply for Medicare patients in long-term care facilities and home health agencies, including a requirement that patients be informed of their rights in a language that they understand.

- If a patient has been declared incompetent by a court, or is assessed by his/her primary care physician to lace "capacity", which means the ability to understand the nature and consequences of proposed healthcare, including significant benefits, risks, and alternatives, the patient agent holding power of attorney for healthcare, surrogate decision maker, conservator/guardian, next of kin or other legally authorized responsible person has an obligation to act in the best interests of the patient to the extent permitted by law.

- Dignity Health medical centers provide patients at discharge with information regarding the availability of any post-hospital service they may require, consistent with applicable laws, assuring patient choice is appropriately maintained at all times.

- Patients' special needs are considered in planning for optimal care by providing special programs in response to such needs. For example, a pain management policy may serve as a guide for optimizing pain control of each patient served.

Cultural Diversity

Culture is the learned or shared knowledge, beliefs, traditions, customs, rules, arts, history, and institutions of a group of people used to interpret experiences and to generate social behavior. Cultural identity includes a number of different things, including:

- **Symbolic Objects:** such as spiritual or religious items of clothing. When encountering objects with which you are not familiar, politely ask about their significance, but don't press the issue if the patient or family does not appear willing to explain.

- **Language:** Includes slang terms, words that indicate status, and level of intimacy. Always use surnames unless you are given permission by the patient or family member to use their first name.

- **Topics and Patterns of Conversation:** In many cultures, it is inappropriate to initiate a serious conversation immediately. Take a few moments to introduce yourself to the patient and family in order to build rapport and trust.

- **Tone of Voice:** Use a soft tone of voice, emphasize courtesy and respect, and refrain from harsh criticism or confrontation.

- **Non-verbal Clues Such as Gestures, Facial Expressions, Body Language and Person Space:** A handshake is customary among many Americans, however it is not always welcome among other cultures where it may be considered rude or intrusive, especially between opposite genders.

- **Family and Kinship Structure, Composition and Authority:** How the family is constructed determines one's values, the decision-making patterns within the household, and who will be responsible for the patient and healthcare decisions.

- **Concept of Time, Including Passage, Duration and Points Within:** Individuals who are past-oriented value tradition and doing things the way they have always been done. They might be reluctant to try new procedures. Present-oriented people focus on the here and now and may be relatively unconcerned with the future, dealing with it when it comes. They may show up late or not at all for appointments. Future-oriented people may become so caught up in the "what-ifs" of the future that focusing on the present moment may be difficult. · **Cooking and Dining Traditions:** What time of day does the patient eat their main meal?

- Do they have special needs for preparation, utensils or diet? Some cultures place great value on the meal as an event when the entire family gathers together.

- **Spirituality and Religion:** What one believes affects one's responses to health, illness, birth, dying, death and other life events. A person's source of meaning and purpose fosters a sense of well-being as well as solace and comfort during times of crisis.

![Dignity Health logo]

Volunteer Safety and Injuries

Your safety is our primary concern. Ascertain your ability to perform tasks and never participate in duties, which have the potential to cause you injury.

Volunteers should never move or lift equipment if the weight is too great to handle. A maximum 20-pound limit should be observed.

In the event that you are injured or become ill while on duty as a volunteer, please follow these important steps:

1. Should you injure yourself and need immediate medical attention, report to Employee Health, located in the 222 building, suite #212, Monday through Friday 7:00am to 3:30pm, or the Emergency Department, if after hours.

2. Ask that the Manager of Volunteer Services be notified. You will be assisted in filling out an "On the Job Accident or Exposure Report" if you have been injured.

Volunteers are covered by the Dignity Health general liability insurance program, while volunteering.

Injured Visitors

If a visitor or employee, who are not patients, needs emergency medical assistance while in the hospital (all inpatient care areas and the 3rd Ave. garage), call X62923 for our Hospital Urgent Response Team (HURT). If a visitor is outside the immediate hospital, for example in one of our medical buildings on our campus, please call-911 or contact your service area supervisor. Please do not try to move the visitor on your own. The service area administrator will see that the proper reports are filled out.

Liability/Responsibility

As a volunteer, you represent the hospital. We ask that you not take responsibility for patient's or families personal belongings. Please ask them to take those items to their vehicle and lock them up for safekeeping.

![Dignity Health logo]

Parking Policy and Procedures

Parking is provided free of charge for volunteers in the Employee Parking Garage, located just north of the 6th Ave. visitor parking garage. Parking decals are required for those parking in the reserved volunteer spots.

Parking Decals:
Volunteer Services will furnish each volunteer with a (green) parking decal to affix in the inside window of his/her vehicle in a visible location.

Parking:
Volunteers displaying a green parking decal on their vehicles will be allowed to park in the Catalina Parking Garage in a designated Volunteer reserved spot, based on a first come first served basis. When no designated Volunteer reserved spots are available, volunteers may park anywhere within this garage.

The entrance to the Catalina Parking Garage is located on 6th Ave. south of Earll. To easily access this garage from Thomas Road, turn north onto 7th Avenue. Continue on 7th Avenue to Earll Drive; turn right on Earll (east). Turn right on 6th Avenue. The entrance to the garage will be the second driveway on your left. To access the garage you must use your parking card. Hold the card up to the sensor to open the gate.

Protective Services (Security) Department
1. The phone number for Protective Services is 63363; call this number with security concerns.

2. Keep valuables locked in an office, locker or secure place. Report any thefts or missing items immediately.

3. Report suspicious persons/activities when you notice them. We need your eyes and ears. Do not try to confront suspicious persons! PLEASE observe what the person(s) looked like, the clothes they were wearing, the location of where you saw them and what you thought looked suspicious. Find out if the area where you'll be volunteering has a panic button. Don't be afraid to use it.

4. You may request an escort to your car at any time. Let the dispatcher know where you will meet the responding office. Please be sure to allow 5 minutes.

5. There are phone boxes with direct lines to the dispatcher in all of the hospital elevators.

6. Inside both main-campus parking garages on all levels, there are security call buttons. When you need emergency assistance, press and

release the button and you will be able to have a two way conversation with the dispatcher on duty.

7. Report any vehicle accidents on campus. The dispatcher can get assistance for you or the parties involved immediately.

8. You can remove hospital property from campus only by obtaining a property removal form from the Volunteer Services Department or your service area.

Patient Care Area Volunteering

Many of the following important informational items are for your serious consideration. Hospital Policies, Volunteer Services policies and information about volunteering on the nursing units are excerpted from Hospital Administrative Manuals.

Room Numbering

1. At Dignity Health the complete room number includes the position in the hospital and the floor. For example, room number 6T12 means it is located in the Tower building, sixth floor, room twelve.

2. Door signs are important and provide useful information. If you will be volunteering in a patient care area, you will receive a separate orientation in order to become familiar with the different types of signs and what they mean.

Patient Satisfaction

The primary focus of the Volunteer Services Program is to support clinical staff in the quality of care provided to patients. Volunteers contribute to enhancing patient satisfaction by providing a welcoming face, answering questions, assisting patients, family members / visitors, as well as completing operational tasks such as rounding, answering phone calls, and other tasks that will allow staff to concentrate on patient care.

Please acknowledge each patient or guest by using Mr. / Mrs. / Ms. and their last name. Assisting with directions, holding elevator doors for patients in beds or gurneys, etc. may be required of you. Also we ask that at the end of each patient conversation please ask, "Can I assist you in any other way today?"

Equipment Safety: Medical Equipment

1. Only hospital personnel will adjust user settings on medical equipment. Volunteers may be asked to transport medical equipment.

1. Only hospital personnel may transport a patient undergoing treatment or medications. Volunteers may assist if requested by authorized personnel.

2. Volunteers may assist the staff to move beds and gurneys, with or without patients on them. At no time should volunteers attempt to handle beds or gurneys alone.

Wheelchair Usage

1. Volunteers cannot lift patients, but can provide an arm or hand to steady patients, if they need it, as they enter or exit a wheelchair. We have newer wheelchairs that require you to squeeze the handle to release the brake and let go when stopping to brake again. Please make note of which kind you are using before allowing a patient or visitor to sit down. Make sure that the wheelchair is at a complete stop and locked position before allowing a patient to get into or out of the wheelchair.

2. The footrests must be in the proper position and the person's feet on them before the brake is released and the chair is pushed.

3. Wheelchairs are pushed slowly through the hallways.

4. Occupied wheelchairs are rolled backwards into an elevator to allow the patient to face the elevator doors.

Telephones

When answering a telephone at Dignity Health, state the name of the department or area, your name, and indicate that you are a volunteer. If a message is to be given to another person, be sure to write the message clearly, include, date, time, and the name and phone number of the person who called and sign your name in full.

Non-Smoking Campus

Dignity Health property is now considered a non-smoking campus. If you need to take a smoking break you will have to move off the hospital campus, on to public property. If you see a visitor smoking on the campus, please ask them politely to extinguish their smoking and go off campus next time.

Medical Terminology – Commonly Used

amb	Ambulatory - Patient can walk
BNI	Barrow Neurological Institute
CCU	Coronary Care Unit
CHC	Children's' Health Center
CRS	Children's' Rehabilitative Services
CICU	Cardiac Intensive Care Unit
CVOR	Cardiovascular Operating Room
DORM	Department of Reproductive Medicine
EKG	Electrocardiogram
ER or ED	Emergency Room or Emergency Department
Gurney	Stretcher on wheels
Signs	Instructional signs on patient's doors such as: BRP - bathroom privileges, ISOLATION – patient is isolated from others, NPO - nothing by mouth.
HUC	Health Unit Coordinator/Secretary
ICU	Intensive Care Unit
Invision	Name of the computer system
MICU	Medical Intensive Care Unit
MRI	Magnetic Resonance Imaging
Neuro ICU (NICU)	Neurological/Neurosurgical Intensive Care Unit
NyICU	Neonatal Intensive Care Unit
NPO	Nothing by mouth
OPD	Outpatient Department
OR	Operating Room

PACC	Pediatric Ambulatory Care Center
PACU/Recovery	Post Anesthesia Care Unit or Recovery Room
PCT	Patient Care Technician (nursing assistant)
Peds	Pediatrics
PICU	Pediatric Intensive Care Unit
PCTICU	Pediatric CardioThoracic Intensive Care Unit
POC	PreOp Center
RN	Registered Nurse
SICU	Surgical Intensive Care Unit
STAT	Immediately
Telemetry	Individual Portable Monitor

![Dignity Health logo]

Emergency Codes

In the hospital, emergency code calls are announced over the public address system followed by the location of the emergency. This code information is also located on the back of your identification badge for easy reference. The codes have been standardized so they are the same in hospitals in Arizona.

- **CODE BLUE** - person in cardiac or respiratory arrest-adult or pediatric

- **CODE YELLOW** – bomb threat

- **CODE RED** – fire event

- **CODE ORANGE** – Hazardous materials incident

- **CODE PINK** - Missing/Abducted infant/peds

- **CODE GREY** – Combative person

- **CODE SILVER** – Combative person with a weapon

- **TRIAGE EXTERNAL** - Emergency Operations Plan activation/External

- **TRIAGE INTERNAL** - Emergency Operations Plan activation/Internal

- **CODE WHITE** - missing patient

- **CODE COPPER** – Patient elopement-high risk

What to do in Code Blue?

We use the hospital wide public address system to inform staff and volunteers with vital information regarding patients. If there is a code blue, you will hear three sharp tones overhead and the operator will announce "CODE BLUE" along with "adult" or "pediatric" and give the location within the hospital. You will then hear three sharp tones again and the operator will make the same announcement. If you hear a code blue, please be aware of where you are within the hospital. If you are near the location of the code, please begin to move equipment, beds, wheelchairs, etc. out of the way so the code team can easily move quickly through the public areas. If there is a family member or guest in the room, please escort them out of the room and make them comfortable until a staff member is able to come speak with them. If you see someone whom you suspect is having a code blue, and they are not breathing or have no pulse, please dial 55555 and report the code blue with the location.

What to do in a Code Orange?

If there is a code orange announced in your area, please look immediately to staff members for direction. If you see a chemical spill, please call X61000 to report it so the properly trained staff responds to cleaning it up.

What to do in a Code Red?

The following information on fire in a patient care area is designed for use by professional staff and employees. Volunteers, by being familiar with the policy and procedures for a fire, can be supportive and helpful to hospital employees who are responsible for managing the situation. A volunteer may be asked to provide assistance in an emergency situation, such as running errands, transmitting information, and other related tasks.

Fire in Patient-Care Area - Employee Policy and Procedure

Fire, involving combustible material in wastebasket, bedding and/or clothing, could occur in a patient-care area or room. All personnel/volunteers should be alert to the possibility of fire at all times. If fire should occur in such an area, the following action should be taken immediately:

1. Notify Protective Services at extension 61000 that there is a Code 1000 and give the exact location of the fire (room number, or indicate the area and unit). Do not panic. Attempt to demonstrate to the patients and visitors that you have the situation well in hand and that the danger is minimal.

2. Follow instructions given to you by the nursing staff, plant engineers, protective services officer, or the Phoenix Fire Department.

3. Take immediate action to control the fire by extinguishing or smothering. If the fire is not immediately controlled, any other patient should be removed from the room and all doors closed. Control the fire with an extinguisher as much as possible until the fire department arrives.

4. Smothering the fire with a pillow or blanket, by fire extinguisher, or with water, can control wastebasket fires.

5. If there is a danger to patients in adjoining rooms or adjacent areas, the nursing personnel will take charge of evacuating these patients to other areas.

6. A decision to evacuate a unit or section will be the responsibility of the ranking nursing service person and the fire department.

What to do in a Code Pink?

An infant or pediatric abduction is probably the scariest thing that can happen in a hospital setting today. If you hear that a code pink is announced, please finish your task. If you are working with pediatric patients or newborns, please stay with the children unless directed to do otherwise by staff. In the unlikely event of a code pink, all volunteers and staff are expected to participate. Please go to the nearest elevator, entrance, exit or stairwell and observe. Be the eyes and ears of security. Please look for anyone who has a child (not necessarily an infant). As you receive information regarding the abduction, details will be given regarding the suspect or individual missing. Let all individuals know that we are currently undergoing an abduction drill, and anyone with children should expect delays on the first level of building prior to leaving. Security will clear all people exiting the building. If someone is acting suspicious or fits the description of the abductor, please call security or notify a staff member immediately.

What to do in a Triage External/Internal

In the event of a need to implement our Emergency Operations Plan, you will hear it announced on the public address system throughout the hospital.   If you are able to leave your area, go directly to the conference center located on the first level by the patio outside of the cafeteria. All volunteers and staff will be dispatched from this area, called the Labor Pool.

As non-clinical people, we could be asked to help move patients, make individuals comfortable with blankets, pillows, and water. We may be asked to locate identification and call family members, as well as helping to direct chaplains, family members, etc.

What to do in a Code White or Copper

In order to increase the safety of our patients in our hospital environment, our patients, when leaving their assigned nursing unit, are issued a badge that has "Patient Passport" on it. This is so the medical staff is aware of the whereabouts of our patients at all times during their hospital stay. In the event a patient is missing for a period of time, the nurse would call to report a code white. You will hear it announced on the public address system throughout the hospital. Finish your task. If you are working with a patient, please stay with him/her unless staff tells you otherwise. Staff may ask you to begin to search for the missing patient.

To prevent a code white or code copper, we ask all staff and volunteers to observe the patients walking around in the common areas of the hospital (i.e. cafeteria, outside) to ensure they have their "Patient Passport" identification badge on. If not, assist them back to their floor or contact Protective Services at 63363.

Orientation Information

Signing In and Out

All volunteers are to sign in and out when volunteering. We utilize a computerized system, called the Volunteer Information Center (VIC) to sign-in at the Volunteer Services office and it's available 24-hours per day seven days per week. Simply input your volunteer pin number and follow the prompts on the touch-screen.

Please note that signing in is also essential for Risk Management purposes. We are responsible for you while you are volunteering your time at one of our facilities and you are covered under our insurance if you are injured or hurt while volunteering.

Awards and Recognition

We appreciate our volunteers and their years of service to Dignity Health. The Sisters of Mercy and Dignity Health's Board of Directors, each year, invite volunteers who have been here for at least five years (Legacy Club) to a recognition luncheon. In addition, during National Volunteer Week each spring, there are various events held in the Volunteer Services office, and all volunteers are invited to join the fun.

Background Checks

All volunteers must have a completed background check on file prior to beginning to volunteer. This background check investigates your criminal and personal information. Information we receive involves current warrants for arrest and any misdemeanor or felony charges and/or convictions.

Health Testing Requirements

All health testing required by the Volunteer Service Department is <u>free</u> to all volunteers.

The Department of Health requires that each volunteer be given an annual TB test. The first test is the Quantiferon Gold blood test for TB. That is done for all new volunteers.

For your annual compliance due by the end of your birth month, the Employee Health office will give the intradermal (skin) injection for TB. Forty-eight hours (48) but no later than seventy two (72) hours after the injection, **you will be required to return to have it evaluated**. If you have not had a TB skin test in the last year, a second one will be required within a couple weeks to ensure an accurate reading. Please remember to return to have it evaluated within 72 hours or you have to start all over again. Unless your birthday is within 30 days, you will be required to have another TB test, prior to your birthday, so you remain on the annual 12 month cycle of TB testing.

Volunteers are also required to show documentation of immunizations, which includes our mandatory flu vaccination, annually. If such documentation is not available, the Employee Health office will discuss options available to you to satisfy this requirement. All health testing is completed free in our Employee Health Department. Please follow up directly with their staff if you have additional questions at 602.406.3172.

Annual Compliance

Annual Compliance is required for all volunteers.   This includes an annual TB Skin Test (or TB Questionnaire) and Annual Confidentiality/Safety/Infection Control/Security Pathways Training. These compliance pieces are due no later than your birthday **every** year, as long as you continue volunteering. We will send you a reminder before your birthday along with the website where you can complete the review and training. If you have not completed your annual compliance by your birthday, you will not be eligible to continue volunteering until you have done so.

![Dignity Health logo]

Uniform

The uniform, a purple smock or polo shirt is to be worn at all times when volunteering. Some community based service areas have other uniform requirements. The uniform can be obtained through the Volunteer Services office.

The smock or polo shirt is to be worn with white, black, navy, or khaki slacks (no jeans, shorts or leggings are allowed). Comfortable low heeled, closed toe shoes are required.

Jewelry should be kept to a minimum for safety. No perfume or strong cologne should be worn because it can be difficult for ill patients. Only pins/badges provided by the hospital should be worn on the uniform.

Personal Appearance

Following the hospital guidelines should clarify what is appropriate. All volunteers are to follow the hospital dress code and may obtain a copy by asking staff in Volunteer Services.   Certain types of appearance and/or attire are ordinarily considered inappropriate and unacceptable in all areas of the hospital. These include, but are not limited to:

- Sweatpants, sweatshirts, workout attire, jeans, shorts, leggings, cutoffs or beach attire
- Capri pants in any patient care area
- T-shirts with or without a logo (except those with a Dignity Health logo)
- Tube tops, halter tops, sundresses and see-through clothing are not permitted. Shirts, blouses and dresses must have sleeves or be covered by your volunteer smock
- Facial body piercing
- Visible tattoos that are flagrant, religiously, culturally, racially or sexually explicit in natureand/or imply violence or threatening acts
- Open-toed shoes, with the exception of non-patient care areas, during the summer months
- Artificial fingernails or fingernail enhancements, if volunteering in patient care area

Identification Badges

Each volunteer is issued an identification badge. This badge is to be worn at all times while volunteering. If the badge is lost, contact the Volunteer Services office (406-3020) for instructions for replacement.

Your badge must be returned to the Volunteer Services Department if you take an extended leave of absence or terminate your volunteer service. I.D. Badges should be worn on your uniform at eye level. Community-based service volunteers without uniforms must wear their badges at all times.

Tax Deductions

A number of tax benefits may be available for volunteers under the general charitable contribution deduction of the Internal Revenue Code. Volunteers may be able to deduct out-of-pocket expenses, such as uniforms, shoes, mileage, or bus fare incurred while doing volunteer work. Please consult with your tax consultant to see if you qualify.

Service Assignments

We make every effort to place volunteers in assignments which will be enjoyable and rewarding, and to which they are well suited.

Volunteers who are dissatisfied may request another assignment from the Volunteer Services Department. Assignments should be given a fair chance but transfers are occasionally necessary for a variety of reasons.

Absences and Resignation

Absence: The department where you are assigned should be notified as early as possible of any expected absence and a substitute obtained, if required. Please leave a message for our office so we know as well. In some areas, we ask volunteers to obtain their own replacement during a short period of absence.

Resignation: Resignation should be made to the Coordinator or Manager of Volunteer Services. Please let us know if you are unable to continue volunteering, as we need to replace you with another volunteer.

Vacation and Leave of Absence: We know that sometimes it may be difficult to keep your commitment to volunteering and things do come up that prevent you from being here. Please let us know as early as possible of vacation plans as there may be a need to find another volunteer to replace you, based on the program. Should you need some time, please let us know when you may be returning. Positions cannot be held, but we will make every effort to return you to the same service area, schedule permitting.

Change of Personal or Contact Information

It is important to have up-to-date records on all volunteers. Should there be a name change, address or telephone number change, please inform staff in the Volunteer Services office as soon as possible so our records can be updated. Mailings, meeting notices, invitations, and other items are frequently mailed to you.

Junior Volunteers

Young persons, 14-17 years of age, may be selected to participate in the Junior Volunteer Service Program. This program provides an opportunity to acquaint the Junior Volunteer with opportunities in the medical/health fields and at the same time make a personal contribution to the care of the hospitalized patient and their family members.

Gratuities

Volunteers providing services to patients and their visitors may not accept gratuities. Should the offer be made, decline graciously. The volunteer may suggest a contribution to the Dignity Health Foundation.

Discounts

Volunteers receive discounts in the cafeteria when placing money on their badge and spending it down appropriately. You receive the equivalent of a 20% discount when checking out at the cafeteria. We also offer a senior discount of 20% for those 55 years and older however you need to let the cashier know that.

Welcome to the Dignity Health Volunteer Program!