

Volunteer Training Manual – 2023

Orientation and Annual Education



Table of Contents

Volunteer Resources at BayCare.....	1
Volunteering Is a Healthy Habit	1
BayCare Mission, Vision and Values	1
Quality Philosophy.....	3
Four Key Results.....	3
Culture of Accountability	3
Corporate Responsibility Code of Conduct: “Doing the Right Thing”	3
Culture of Customer Service.....	4
Quiet Time Supports Healing.....	4
Volunteer Responsibilities.....	5
Diversity.....	5
Absences	5
Business Solicitations and Conflict of Interest	6
Patients’ Rights and Responsibilities.....	6
Name Badges, Dress Code and Personal Grooming	6
Harassment Policy.....	7
Volunteer Privacy and Security	7
Coaching/Counseling Policy for Volunteers	7
Population-Specific Competency Behaviors.....	7
Confidentiality and HIPAA	8
Accident and Incident Reporting.....	9
Stroke Awareness.....	10
Emergency Procedures and Codes.....	10
Emergency Management: Natural Disaster or Mass Casualty	11
Proper Body Mechanics.....	11
General Volunteer Safety.....	12
Patient Identification Wristbands and Patient Safety	13
Infection Control.....	14
COVID-19 Mask Guidelines and Infection Control	16
The Joint Commission	17

Volunteer Resources at BayCare

In 1997, the community boards of Tampa Bay's leading hospitals signed a joint operating agreement creating the region's only full-service, community-owned health care system named BayCare Health System. BayCare consists of 16 hospitals:

- Bartow Regional Medical Center
- BayCare Alliant Hospital
- BayCare Hospital Wesley Chapel
- Morton Plant Hospital
- Mease Countryside Hospital
- Mease Dunedin Hospital
- Morton Plant North Bay Hospital
- St. Anthony's Hospital
- St. Joseph's Hospital
- St. Joseph's Children's Hospital
- St. Joseph's Women's Hospital
- St. Joseph's Hospital-North
- St. Joseph's Hospital-South
- South Florida Baptist Hospital
- Winter Haven Hospital
- Winter Haven Women's Hospital

Volunteer Resources is responsible for administering the in-service volunteer programs within BayCare. The councils and auxiliaries are governed by their own Boards of Directors.

Volunteering Is a Healthy Habit

Thank you for the time you give to support our volunteer programs. Without each of you bringing your special talents to serve others, we wouldn't be the preeminent, award-winning volunteer organization that we are today. There are lots of ways to recruit new volunteers. We've held recruitment fairs and bring-a-buddy luncheons, offered prizes and gone to speaking engagements, but the single most effective way to bring in a new volunteer is by **word of mouth**. Help us spread the word by:

- **Mentioning** your volunteer assignment at least twice during any and all social events you attend.
- **Submitting** a short paragraph for publication in your local bulletin (*civic, church, community, etc.*) about how much you enjoy your volunteer assignment.
- **Bringing** your volunteer manager to a service/social group event, meeting or community gathering. We can even speak to a group about the benefits of volunteering.

BayCare Mission, Vision and Values

Mission: BayCare will improve the health of all we serve through community-owned health care services that set the standard for high-quality, compassionate care.

Vision: Although the BayCare mission and values are identical for all hospital divisions, their vision statements are different, reflecting the unique requirements of the communities they serve.

Values: The values of BayCare are **trust, respect and dignity**, and reflect our **responsibility** to achieve health care **excellence** for our communities. We live the values by demonstrating them in all that we do.

A University of Michigan study showed that men who volunteer at least once every week live longer than men who don't, and individuals with heart problems who volunteer have reduced cholesterol levels. The study found that "volunteering is a way of connecting with people, and those with social contacts live longer than those who are more isolated."

■ Trust:

- Create a culture of trust with our patients, team members and volunteers.
- Speak positively of our organization, physicians, team members and volunteers.
- Keep patient information strictly confidential and keep confidential materials away from public view.
- Reach an understanding with other team members and volunteers when we don't agree.
- Be honest and compassionate with our patients.
- Protect the privacy and confidentiality of patients, team members, volunteers and all other customers.

■ Respect:

- Speak to everyone with courtesy and respect.
- Listen and ask questions sincerely while encouraging internal and external customers to express their needs, concerns and ideas.
- Make every effort to accept and appreciate others' differences.
- Display an understanding of our patients' health care experience.
- Respect each patient's, team member's and volunteer's privacy by discouraging gossip.
- Respond as quickly as possible to individuals who are trying to reach us.
- Before placing a caller on hold, ask for permission and wait for an answer.
- Offer help without being asked.
- Hold each other accountable for giving our customers the best service possible.
- Engage in respectful interactions with everyone; rudeness isn't acceptable.

■ Dignity:

- Treat patients, visitors, volunteers, physicians and team members with consideration.
- Value team members' contributions by always saying "thank you."
- Maintain and enhance the self-esteem of patients, volunteers, visitors, team members and physicians.
- Listen to patients, team members and volunteers without interrupting.
- Smile, make eye contact and speak to everyone in passing.
- Ask for a patient's permission before we touch them, move furniture in their room or move their belongings.
- Elicit and anticipate the patient's preferences regarding the care we provide.
- Close curtains and doors during examinations and procedures and when otherwise indicated.
- Help address the patients' spiritual and cultural needs.

■ Responsibility:

- Look for ways to improve service, outcome and cost.
- Complete duties, assignments and trainings on time.
- Choose to have a positive attitude every day.
- Take an active role in maintaining the appearance of the facility.
- Follow BayCare's dress code.
- Assume ownership of patient needs and initiate effective interventions.
- Support all departments and functions to provide integrated care for our patients.
- Report safety concerns to a team member or someone in the Volunteer Resources office.

■ Excellence:

- Service is a self-portrait of the person who does it; autograph yours with excellence.
- Maintain superior levels of customer satisfaction.
- Anticipate patient needs and initiate actions to meet those needs.
- Respond quickly and appropriately to patient complaints.
- Demonstrate compassion and empathy by using caring words and actions.
- Share best practices with team members and volunteers and develop strategies for consistency.
- Seek opportunities for personal and professional growth.

Quality Philosophy

Three Principles of Quality Philosophy

The three principles of our quality philosophy are customer needs, process focus and continuous improvement.

- **Customer needs:** The first principle starts with customers and their needs. This is the foundation of our quality pyramid. Our customers all have different needs. To determine their needs, we must ask open-ended questions so we can provide the service they expect. Our volunteers provide a wealth of experience and information. Never hesitate to share ideas that can improve a process in your service area.
- **Process focus:** Process focus is important because it helps us identify where and why errors happen. At BayCare, we focus on process changes to correct errors that may occur. The important point isn't the "who" but the "how."
- **Continuous improvement:** To make our organization better, we measure errors and track our progress as we improve. This philosophy encourages you, as a team member and volunteer, to look for opportunities for improvement. This philosophy provides us with the opportunity for continuous improvement.

Four Key Results

Quality planning is essential in our strategy to serve the needs of the customer.

- **Patient-centered experience:** Our patients are central to all we do. We use the word "experience" because every patient interaction influences their overall perception of BayCare.
- **One standard of care:** Assures that every patient receives the same standard of care with every BayCare service every time. Best practice = Best outcomes.
- **Top decile performance:** BayCare aspires to achieve a top 10 percent rating of health care organizations.
- **Financial stability:** Maintaining our AA credit rating and level of market relevance

Culture of Accountability

Team members and volunteers are encouraged to take personal accountability by:

- Recognizing their roles and responsibilities
- Owning their individual responsibilities
- Working with management to create a learning environment
- Following through with personal learning or process changes in BayCare that include mission, vision, values, quality and customer service

Corporate Responsibility Code of Conduct: "Doing the Right Thing"

Each volunteer is expected to adhere to high standards of competent and ethical behavior and to obey the law. Our Corporate Responsibility program offers us many avenues to express concerns and to seek guidance when questions arise. Volunteers are encouraged to report any compliance or corporate responsibility violations. You can report these issues to your supervisor in the Volunteer Resources department or you can call the anonymous reporting line at 1-877-OUR-DUTY (1-877-687-3889). This phone number is available 24 hours a day, seven days a week.



Culture of Customer Service

On a daily basis, volunteers offer our patients and guests countless acts of caring and kindness. BayCare has always made customer satisfaction a high priority. Building customer loyalty takes customer satisfaction to an even higher level. Creating an environment of customer loyalty requires consistency in customer service behaviors.

Question	Answer
When someone appears lost or requests directions, what should you do?	Offer to personally escort them whenever possible. Wayfinding in hospitals can be frustrating.
What are the important factors in greeting patients, visitors, customers and team members?	<ul style="list-style-type: none"> ■ Greet the patient/family/customer and tell them your name. ■ Always wear your name tag. ■ Look up and acknowledge visitors as soon as they enter your area. ■ Focus on the person, offering assistance to everyone.
What are the seven steps to a positive presentation?	<ul style="list-style-type: none"> ■ Appear calm. ■ Make and maintain eye contact. ■ Focus on the person, showing you care. ■ Listen actively. ■ Show sincere interest and use a pleasant voice. ■ Project a professional image (including the way you dress). ■ Don't discuss your own personal problems with patients/families/customers.
What's the 10/4 rule for friendliness?	<p>Ten feet away: Make eye contact and smile.</p> <p>Four feet away: Say hello.</p>
Communicating with our customers: The AIDET Communication Model	<p>A – Acknowledge: Acknowledge customers with a warm greeting. Attitude is everything.</p> <p>I – Introduce: Introduce yourself politely to patients, families or visitors. Tell them who you are and how you're going to help them. Connect them with other team members who'll be serving them and escort them where they need to go instead of giving directions.</p> <p>D – Duration: Our patients' time is valuable, and we want to always give them clear and concise details about how long procedures such as X-rays and other scans, testing and surgeries may take.</p> <p>E – Explanation: Provide a clear and concise explanation of our services. Advise the patient about what you're doing, how procedures work and who to contact if they need help. Communicate any steps they may need to take. Talk, listen and learn. Make time to help.</p> <p>T – Thank you: Thank the patient for choosing BayCare. Foster an attitude of gratitude. Thank everyone for their patronage, help or assistance. Always ask, "Is there anything else I can do for you? I have the time."</p>
In clinical areas, there are certain things we can do to instill confidence with our patients. What are they?	<ul style="list-style-type: none"> ■ Use at least two patient identifiers, such as having the patient state their name and then checking their wristband. ■ When entering or leaving a patient's room, wash or sanitize your hands if you've touched the patient or their belongings (<i>this procedure is covered later in this booklet</i>). ■ Tell the patient what you're doing and why you're there. ■ Before you leave, make sure that their needs are met and their questions are answered. ■ Respond to call lights and follow through on patient requests.

Quiet Time Supports Healing

As part of our culture of customer service, all team members, including volunteers, play a large role in the effort to keep our hospitals quiet. Be aware of your surroundings. Remember: Quiet voices, quiet carts, quiet shoes, quiet hallway conversations, quiet equipment and quiet volunteers. When you're in a patient care area, be as quiet as you can be. Reducing noise in patient care areas is our goal. Silent hospitals help healing.

Volunteer Responsibilities

As a volunteer, you have the responsibility to:

- Practice our values
- Understand and comply with the orientation materials
- Assure that you're fit for duty physically and mentally
- Uphold lawful standards, judgment and objectivity
- Operate safely and follow your service guidelines
- Report events not in keeping with our values
- Perform services without prejudice
- Maintain confidentiality, privacy and safety
- Comply with annual flu shot requirements
- Participate in annual training for volunteers

Diversity

At BayCare, we believe in practicing our values of trust, respect, dignity, responsibility and excellence. We embrace an inclusive environment that recognizes and appreciates individual differences. BayCare encourages diversity that reflects the communities we serve. Diversity refers to valuing and benefiting from personal differences. These differences address many variables, including race, religion, color, gender, national origin, disability, sexual orientation, age, education, geographic origin and skill characteristics, as well as differences in ideas, thinking, academic disciplines and perspectives.

Section 1557 of the Patient Protection and Affordable Care Act is the first Federal civil rights law to broadly prohibit discrimination based on sex in health programs and activities. Sex discrimination includes, but isn't limited to, discrimination based on an individual's sex, including pregnancy, related medical conditions, termination of pregnancy, gender identity and sex stereotypes. Gender identity means an individual's internal sense of gender, which may be male, female, neither or a combination of male and female, and may be different from an individual's assigned sex at birth. Sexual stereotypes mean stereotypical notions of masculinity or femininity. Individuals must be treated consistently with their gender identity, including with respect to access to facilities, such as bathrooms and patient rooms.

Absences

BayCare expects consistent and reliable service from its volunteer support team. Report for duty on time and stay for the period that's assigned. Volunteer dependability is essential to effective performance. Remember that in most cases, we're unable to hold a position open for you when you're away more than 30 days.

Emergencies/Illness

In case of necessary absence due to illness or emergencies, volunteers must notify their staffing/service chairman when applicable, or their assigned work area, as far in advance as possible. If the illness or emergency will create an extended absence, the Volunteer Resources office should also be notified. Upon return from surgery, volunteers should always present a doctor's note to the Volunteer Resource office. Take pride in making your service run smoothly. Frequent or extended absences may be cause for re-evaluation of your volunteer commitment and possible discontinuance of service to the volunteer program. It's often difficult to find a replacement for a last-minute cancellation. Such absences can also cause problems for the hospital team and patients.

Vacations

Give sufficient advance notice of planned vacations to your staffing/service chairman. It's also helpful to inform your assigned service area in the event that a substitute won't be replacing you. For vacations longer than three weeks, you should also notify the Volunteer Resources office.

Holidays

The Volunteer Resources office is closed on major holidays. However, volunteers who are available on those days are welcome to report to their assigned areas and will receive double volunteer hours.

Business Solicitations and Conflict of Interest

It's inappropriate to sell your crafts or do other types of business solicitations while you're volunteering. It's BayCare policy to avoid any potential conflict of interest. The definition of conflict of interest is any potential or actual appearance of financial conflict between the interests of BayCare and the private business interests of a team member/volunteer or their immediate family members.

Patients' Rights and Responsibilities

Patients have the right to be treated with courtesy and respect, to have their privacy protected and to know what services are available, including translators. They also have the right to complain to the Agency for Health Care Administration (AHCA) about any violation of patient rights as stated in Florida law and/or The Joint Commission, using the complaint procedure of the facility. Patients' rights and responsibilities documents are available in the Admitting department and on all hospital floors.

All patients have the right to:

- Communicate in a manner that's effective and serves their needs
- Choose their preferred method of communication
- Receive communication services at no additional cost
- Resources for the deaf and hard-of-hearing vary by facility but may include:
 - Video remote interpretation (VRI)
 - TTY/TDD telephone units
 - UbiDUO (two-party texting units)
 - iPads
 - Picture/Symbol cards
 - Certain circumstances may require an in-person sign language interpreter

Name Badges, Dress Code and Personal Grooming

Cleanliness and personal neatness are especially important in the health care setting. Volunteers must follow proper dress code by always wearing their uniform and ID name badge. Name badges must not be defaced in any way. Stickers (excluding flu), pins or writing aren't allowed on the badge. Volunteers serving outside the hospital are allowed to wear shorts. All clothing should be tailored to make sure that it isn't too short or revealing. Pants should be in the color that's compliant to your hospital. No denim of any color, skinnies, jeggings, leggings or cargo pants. Shoes must be close-toed, non-skid and clean. In health care, we must consider the sensitivities of those around us. Be mindful that strong odors of any kind (perfumes, after-shave, smoke, etc.) are unacceptable. When wearing jewelry on duty, volunteers should select jewelry that projects a professional image, is simple and not overdone. Facial/tongue piercings, multiple bracelets/necklaces or large dangling earrings aren't permitted. Inappropriate and offensive tattoos are to be always covered by clothing or opaque hosiery. It's preferred that all tattoos are covered.

For security purposes, should you terminate from your volunteer position, you're required to turn in your volunteer ID name badge and, if applicable, your uniform shirt and parking pass.

Volunteers must follow proper dress code and wear their uniform and name badge at all times.

Harassment Policy

BayCare is committed to a workplace that's free of harassment and discrimination. As is consistent with our values, this type of offensive and unwelcome conduct won't be tolerated. Any report of such behavior will be investigated immediately and without retaliation for reporting such behavior. Courteous, mutually respectful, noncoercive interactions between team members that are appropriate in the workplace based on reasonable person standard isn't considered to be harassment. Reference Team Resources Policy # 205 for the complete policy.

Volunteer Privacy and Security

As you interact with patients and visitors, you shouldn't share personal information. Unusual behavior should be reported to your supervisor immediately.

Coaching/Counseling Policy for Volunteers

BayCare has a positive discipline procedure for volunteers to make sure that they're treated with dignity while resolving service performance issues and to outline those situations that could lead to termination. Reference Team Resources Policy # 905 for the complete policy. Engaging in any of the following actions will be grounds for immediate termination:

- Provoking, instigating or participating in a fight
- Possession of firearms, weapons or explosives (excludes provisions under Florida Statutes section 790-251)
- Engaging in threatening or intimidating conduct toward a patient, team member, visitor or fellow volunteer
- Violation of patient rights
- Breach of confidentiality
- Theft or willful damage to hospital property
- Impairment of work performance due to consumption of alcohol or controlled substances
- Illegal possession, use, distribution or disposal of legal or illegal drugs
- Conviction of a felony
- Harassment, sexual or otherwise, of a team member, patient, volunteer or other persons conducting business within our facilities
- Making false statements concerning any BayCare facility or an affiliate or its team members inside or outside the organization
- Bookmaking or gambling on company property
- Engaging in an activity that creates a conflict of interest between the organization and the volunteer
- Violation of the company's solicitation and distribution rules, and/or soliciting gifts, favors or money from patients
- Participating in or knowing of fraudulent activity and not reporting it to management

Population-Specific Competency Behaviors

When caring for and talking with patients and caregivers, it's important to remember to always use clinical and psychosocial behaviors appropriate to their age and developmental level. For example, you'd care for and talk to an adult patient differently than you would a young child.

Confidentiality and HIPAA

The Health Insurance Portability and Accountability Act (HIPAA) is a federal law that protects the privacy and security of patient information. HIPAA says any of the following information can be used to identify a patient, therefore making it protected health information (PHI):

- Name
- Address
- Date of birth
- Phone or fax numbers
- Social Security number
- Medical record number
- Patient account number
- Insurance plan number
- Vehicle number
- License number
- Medical equipment number
- Photographs
- Fingerprints
- Email address
- Internet address
- Admission date
- Biometric identifiers (e.g., palm scan)
- Discharge date

HIPAA lets us share patient information for treatment, payment or operations (TPO) purposes:

- Treatment: Providing care to patients
- Payment: Getting paid for caring for patients
- Operations: Normal business activities

If use of the information doesn't fall under one of the categories listed, you must have the patient's signed authorization before sharing that information with anyone. There are civil and criminal penalties under the HIPAA law. A breach of privacy may result in termination. Wrongful and willful disclosure of health information carries steep civil penalties and can involve jail time. We have a document called "Notice of Privacy Practices" to inform our patients about their rights under HIPAA.

Patients' rights allow for patients to:

- Obtain a list of all inappropriate disclosures for the past six years
- Request to amend their medical record
- Request other communications such as asking to be notified of lab results only at work and not at home
- Review and request a copy of their medical record
- Request restrictions on the use or sharing of their information, such as choosing not to be listed in the hospital directory
- Handle and dispose of patient information carefully, such as using a shredder or locked bin instead of just throwing patient information away. When in doubt, ask. **Never dispose of patient information in any open area trash bin.**

HIPAA says we must protect patient information on computers by:

- Properly signing on with user IDs and passwords
- Log off or lock the computer before leaving the workstation
- Keeping user IDs and passwords confidential

Examples of HIPAA Infractions

- My neighbor found out that a friend of ours was admitted to the hospital where I volunteer. She asked me to find out why our friend was admitted. Can I look in the computer or on the printed census and give this information to my friend or fellow volunteer? The answer is **NO**.
- Telling a friend, relative or coworker that a mutual friend is in the hospital or came in for a doctor's visit is a HIPAA infraction.
- Looking up information or sharing information on a friend, relative, celebrity or coworker when it isn't needed for your service function is a HIPAA infraction.

Reporting HIPAA Violations

It's everyone's responsibility to report violations. Whether someone received patient information improperly or shared patient information in the wrong way, everyone has a responsibility to report violations. When in doubt, ask. Your department supervisor or your volunteer department is a good place to begin to get answers to your questions or for reporting issues and concerns. You can also call the anonymous hotline at 1-877-OUR-DUTY (1-877-687-3889). This line is available 24 hours a day, seven days a week. BayCare's Privacy/Compliance department can be contacted at (727) 820-8024.

Things for Volunteers to Remember

- **Stop** and ask yourself: Should I be sharing this information?
- Think of patient information as **protected information that isn't for sharing**.
- Dispose of patient information by placing in appropriate shredding bins, **never in an open wastebasket**.
- **Turn off a computer screen** if you leave the station for any reason.
- **Never discuss any patient information** in hallways, elevators or outside facilities.
- **Report all abuses**.

Enforcing the regulations is everyone's responsibility.

Accident and Incident Reporting

In the event of a volunteer accident or injury while on duty, it's BayCare's policy to help the volunteer get immediate medical evaluation and treatment. You can reference Team Resources Policy #906 for the complete policy.

Volunteer Accident Procedure

New volunteers are given a copy of Policy #906, "Medical Evaluation Treatment for On Duty Volunteer Injury" at orientation. Volunteers can request a copy of this policy from their volunteer office.

- If necessary, get medical assistance immediately.
- Inform your department supervisor and/or a Volunteer Resources team member of the event immediately or as soon as possible.
- An Event Report form must be completed before leaving the premises. Electronic forms can be completed in every hospital department including Volunteer Resources. A team member can help complete the online form.

To ensure your safety, volunteers must perform duties within the guidelines of their service description.

Procedure if Volunteers Witness an Accident

- If the injured person isn't responding, call for help.
- Seek medical assistance immediately. Don't try to lift the injured person or encourage them to get up on their own.
- Find a team member to help immediately.
- Never inform a person injured on our property that the hospital will pay for the cost of medical care. Risk Management will determine responsibility.

Stroke Awareness

Stroke is a life-threatening situation in which part of the brain doesn't receive adequate oxygen. Areas of the brain control different functions of the body such as speech or movement of arms and legs. Inadequate amounts of oxygen or interruption of blood flow to an area of the brain can cause damage resulting in loss of function or death. Warning signs of stroke include:

- Sudden numbness or weakness of the face, arm or leg, especially on one side of the body
- Sudden confusion, trouble speaking or understanding
- Sudden trouble seeing in one or both eyes
- Sudden trouble walking, dizziness, loss of balance or coordination
- Sudden severe headache with no known cause

Emergency Procedures and Codes

In our hospitals, all emergencies and codes are announced over the loudspeaker followed by the location of the emergency. In the hospitals, dial 66 to report an emergency, except for St. Joseph's Hospital-North (dial 866). At our non-hospital facilities, use the red emergency button on the phone to report all codes or any situation in which you feel there's imminent danger. An all clear message will come over the loudspeaker when codes have been resolved. You'll receive an emergency badge to hang behind your volunteer ID badge. It identifies all emergency codes.

Code Red: Fire

The first two to three minutes of a fire are critical. The RACE outline will help you respond effectively.

- R - **Rescue** anyone in area
- A - **Alarm** used at the pull station, then dial emergency code
- C - **Confine** by closing all doors
- E - **Extinguish or evacuate** and leave the area

Take note of the fire exits and extinguishers nearest to your service area. Assume every fire alert is real, and **don't** begin an elevator trip when the fire alarm is sounding. Air vents in elevator shafts mimic a chimney and will draw smoke and flames. Electrical service may be compromised during a fire.

Code Blue: Cardiopulmonary Arrest

Code Blue means that someone in the hospital has gone into cardiopulmonary arrest. Stay out of the response team's way, avoid elevators and stay to the side of hallways and stairways.

Code Pink: Infant Abduction

In response to Code Pink, observe **everyone** for unusual clothing or packages. Abductors could be dressed in a hospital or volunteer uniform.

It's the volunteer's responsibility to report accidents or injuries immediately to a paid team member. It's critical that the Event Report form be filled out immediately unless the accident or injury warrants immediate medical attention. The volunteer, if able, or team member who completed the Event Report form should also notify someone in the Volunteer Resources office.

Code Black: Bomb Threat

If you receive a telephone bomb threat, try to stay calm and don't excite others. If you have a phone equipped with caller ID, write down the phone number. If possible, ask the caller where the bomb is, the type of bomb, a description of the bomb and when it will go off. Try to keep the caller on the phone and have someone else call to report the emergency. **Look around your own work area for any unusual items that are out of place, but don't touch or move them.** Don't use pagers, radios or cell phones.

Other Codes

- **Code Grey:** Disruptive/Aggressive person
- **Code Silver:** Active shooter (*someone is in the facility and is firing a weapon*)
- **Code Green:** Activation of emergency operations/disaster plan
- **Code Orange:** Activation of hazmat or bioterrorism
- **Code Yellow:** Facility lockdown
- **Code White:** Hostage situation

Emergency Management: Natural Disaster or Mass Casualty

The role of volunteers is dependent upon the type of disaster/mass casualty situation. If the hospital itself is in harm's way (*hurricane, etc.*), volunteers don't come into the facility. Volunteer duties are suspended until the facility is out of danger. All BayCare hospitals now use the same emergency management codes. Code Green is activation of emergency operations/disaster plan. Any disaster—severe weather, mass casualty situation, etc.—is designated by this code. The code will be called with the specific disaster stated, i.e., "Code Green weather."

In mass casualty situations where the hospital is receiving large numbers of victims, volunteers may be called into duty. Key roles include runners and transporters. When a Code Green mass casualty disaster is called, those already in the hospital should report directly to the Volunteer Resources office for deployment (*at South Florida Baptist Hospital, report to the Work Pool*). Additional volunteers may be called in if needed. Make sure to wear your uniform and ID name badge. **Security should be called (dial 0) if you see questionable people within the facility or observe any security issue. In case of emergency, dial 66.** To access Security within our hospitals, dial "0" on any telephone and alert the operator to inform Security or have Security respond as required.

Proper Body Mechanics

Volunteers don't lift/move patients or heavy objects. Change your posture to fit the task. Remaining in the same posture for extended periods of time leads to discomfort. Know the leading risk factors for back injury:



- Poor physical condition
- Poor posture
- Sedentary lifestyle

When you lift:

- Bend at your knees, not your waist
- Tighten your abdominal muscles to support your spine
- Keep the objects close to your body
- Use your leg muscles as you lift

General Volunteer Safety

General Guidelines

- Wear shoes with non-skid soles and walk, don't run.
- Look for and report slippery or wet areas to Environmental Services.
- Don't leave cabinet doors or drawers open.
- Report loose tiles or carpet.
- Report broken equipment (*such as wheelchairs*) immediately to Facility Services or Engineering.
- Volunteers don't transport patients with IV fluids infusing and/or oxygen therapy tanks or transport a patient with a running IV or oxygen tank unless a clinical team member is present.

Elevator Emergencies and Safety

If you're transporting a patient and an emergency occurs, stop the elevator at the nearest unit and immediately call for employee assistance. **Never leave a patient unattended inside an elevator. Never attempt to exit an elevator that has stopped between floors.**

Electrical Safety

Use these general guidelines:

- **Do not** touch anything electrical with wet hands.
- **Do not** place electrical cords near heat or water.
- **Do not** use extension cords.

Radioactive Material

Volunteers **never handle radioactive material** or enter areas where radioactive material is being used.

Workplace Violence

Workplace violence is defined as any physical assault, threatening behavior or verbal abuse occurring in any location where a team member/volunteer performs any work-related duty or service. BayCare will assure a safe environment for patients, visitors, physicians, team members and volunteers by implementing an effective intervention and response program. Security should be notified if there's an immediate threat of danger. Some facilities may have emergency buttons. Ask about your specific location.

Florida Right-to-Know Law

The Florida Right-to-Know law was passed in 1985 to make sure that team members and volunteers are given information concerning the nature of toxic substances that they're working with. One provision of the Florida Right-to-Know law is the Safety Data sheets which contain information regarding:

- Identity of the chemical
- Name, address and phone number of company that makes the chemical
- Hazardous ingredients, chemical ID and common names
- The chemical's physical and chemical characteristics
- Recommended safe exposure limits
- Effects of overexposure
- Specific safety precautions

Wheelchair Safety

Volunteers don't lift patients. A hospital team member must move a patient from the bed to the chair and from the chair to the bed.

- The number one safety measure is to make sure that the brakes are locked before a patient gets in or out of a wheelchair.
- Keep the patient's legs and lap covered properly.
- Feet should be on the footrests.
- Keep blankets and sheets out of the way of the wheels.
- Unlock the wheelchair brakes to transport a patient.
- Enter and exit elevators with the large wheels first.
- Approach ramps with caution.
- The patient must remain seated until the brakes are locked.
- Never leave a patient unattended in the wheelchair.
- If a wheelchair needs repair, notify or bring it to Facilities Services or Engineering.
- Ask for help if you're in doubt of your ability to control a wheelchair safely.

Patient Identification Wristbands and Patient Safety

To ensure safe and appropriate patient care, **every patient must** have an identification wristband.

- **White paper** wristband = Outpatient
- **White plastic** wristband = Inpatient

In addition to the inpatient or outpatient wristbands, if a special circumstance exists, the patient will wear the following color wristband/socks:

- **Red** = Allergy alert
- **Green** = Elopement risk
- **Yellow** = Fall risk
- **Purple** = Do not resuscitate (DNR)
- **Blue** = ID discrepancy
- **Red socks** = Fall risk

If you see a patient with a **yellow** wristband or **red socks** walking in the hallway, notify the nursing unit immediately.

Alert	Colored Wristbands
Do Not Resuscitate	Purple with "DNR" printed on the band
Allergy Alert	Red
Fall Risk	Yellow with "Fall Risk" printed on the band
Elopement Risk	Green with "Elopement" printed on the band
ID Discrepancy	Blue

Patient Identification

Use the following guidelines to identify a patient:

- Greet the patient and ask the patient to state his or her first and last name and date of birth. Never say, “Are you Mr. or Mrs. Last Name?”
- Verify the first and last name and date of birth by checking the patient’s ID wristband.
- If the patient can’t say their first and last name, check the patient’s ID wristband against the chart label. Notify a nurse immediately if there’s a discrepancy.
- Never remove a patient’s ID wristband. ID wristbands won’t be removed until the patient is outside the hospital.

Patient Restraints

Restraints are occasionally used to prevent the patient from hurting themselves or others. **Volunteers don’t handle patient restraints in any way.**

Victims of Abuse: Reporting

Team members have a responsibility to report cases of abuse, suspected abuse, neglect or exploitation involving minors or vulnerable adults. **If reporting is required, notify your immediate supervisor and call (800) 96-ABUSE (800-962-2873).**

Infection Control

Occupational Safety and Health Administration (OSHA)

The main goal of OSHA is to promote safe work practices in an effort to minimize incidences of illness and injury experienced while at BayCare facilities.

Standard Precautions

Standard precautions refers to a system of infection control practices, which assumes that every direct contact with blood and/or bodily fluids is potentially infectious.

Hand Hygiene

Hand hygiene refers to both handwashing and the use of organizational-approved alcohol hand rubs. The Centers for Disease Control and Prevention (CDC) lists hospital-acquired infections as one of the top 10 causes of sickness and death in the United States. Proper hand hygiene is the single most important method of preventing the spread of infection and must be performed before and after each patient contact, before wearing gloves and after removing gloves. You must wash your hands with soap and water after smoking, before and after bathroom use, before and after eating, and when your hands are visibly soiled. Alcohol hand rubs may be used when hands are not visibly soiled. **The best way to protect patients, family, friends and yourself from infection is to perform proper hand hygiene often.**

Procedure for Effective Handwashing:

- Wet your hands.
- Apply liquid soap.
- Work up a lather.
- Rub all hand surfaces, especially fingers, fingernails and cuticles.
- Wash between your fingers and over your wrists.
- Wash for approximately 20–30 seconds.
- Rinse your hands thoroughly from the wrist to the fingertips.
- Dry your hands with a paper towel.
- Use a paper towel to turn off the faucet.

When using approved alcohol-based hand rubs:

- Apply product to the palm of one hand.
- Rub hands together covering all surfaces of hands and fingers, paying close attention to fingernails, between fingers and the wrist area for 20–30 seconds.
- Rub until your hands are dry.

Influenza (Flu)

Flu is a contagious respiratory illness caused by influenza viruses. Symptoms include fever, headache, dry cough, runny/stuffy nose, muscle aches, tiredness, sore throat, nausea, vomiting and diarrhea. Flu spreads by droplets from coughing/sneezing. Adults can infect others one day before getting symptoms and up to seven days after getting symptoms. Take these steps to protect your health and prevent the spread of flu:

- Cover your nose and mouth with a tissue when you cough or sneeze. If a tissue isn't available, cough into your sleeve.
- Properly dispose of used tissues.
- Perform hand hygiene, especially after you cough or sneeze.
- Avoid touching your eyes, nose or mouth.
- Keep at least six feet away from anyone who's sick. This practice is referred to as *social distancing*.
- If you have flu symptoms, **don't** report for volunteer service and limit contact with others.

Flu Vaccine Program Requirements

The flu vaccine is provided at no cost to volunteers and team members.

- Proof of flu vaccine is required by November 30 of each year or upon start date.
- Flu vaccine declination forms must be completed by volunteers annually.
- Volunteers who haven't provided proof of flu vaccination OR declined the flu vaccination for any reason will be required to wear a surgical mask between December 1 and March 31, as described in the policy.

Proof of Flu Vaccination – Identification Sticker

- The flu sticker will be provided by Employee Health at the time of vaccination. In certain situations, the flu sticker will be provided to certain departments for ease in dispersing to appropriate health care workers (*i.e., Medical Staff/Medical Affairs office*).
- The flu sticker will include the year of vaccination. It'll be displayed on the BayCare ID above the team member/volunteer picture at all times from December 1 through March 31.

Vaccination Outside of BayCare

- Volunteers who receive a flu shot outside of BayCare must provide Employee Health with approved documentation by November 30 or upon start date. This documentation includes one of these items:
 - A physician's note on a prescription pad or letterhead
 - Copy of a consent form with name and date of vaccination, immunization record, etc.
 - Receipt for payment, showing the flu vaccination was given
- Flu stickers will be provided upon receipt of approved documentation and volunteers will apply the stickers to their BayCare ID badge as described in above.

COVID-19 Mask Guidelines and Infection Control

Zone Areas

The CDC has established zones to increase awareness of COVID-19 community transmission cases and risk status. BayCare will adjust safety measures depending upon CDC risk guidelines and our community transmission status.

Zone Red = High risk and increased COVID-19 cases

Zone Green = Lower risk and decreased COVID-19 cases

- When our area is determined to be in the Zone Red category, masks are **required** for all volunteers regardless of service area or vaccination status. Proper face covering is considered a disposable face mask.
- When our area is determined to be in the Zone Green category:
 - Masks are **optional** for all volunteers **not** serving in direct patient care areas.
 - Volunteers serving on a patient unit and/or directly in a patient's room are **required** to wear a mask.

Unit-specific volunteers should talk to their unit supervisor for further direction on mask guidance.

Personal Protective Equipment (PPE)

PPE is available in all patient care areas and clinical workstations and includes items such as gloves, masks, gowns and eye shields. **Volunteers shouldn't enter areas requiring PPE unless indicated.**

Biomedical Waste

Biomedical waste is considered any solid or liquid waste that may present a threat of infection to humans or used medical supplies that could potentially contain disease. That includes waste from laboratories such as live vaccines, tissue, bone and blood samples, bodily fluids or waste from humans or animals, and anything sharp that's been used to break the skin or scrape skin cells. It also includes items such as disposable hospital gowns, latex gloves, catheters and wound dressings. In short, anything that might have been exposed to samples, bodily fluids or waste of a person or animal that might be diseased.

Biomedical waste is identified and segregated from other solid waste at the point of origin using red bags and sharps containers. Volunteers **don't** pick up or handle red bags or used sharps containers. Community members are given the opportunity to bring in their used needles (*sharps*) for safe disposal. Direct them to the emergency department for disposal.

What shouldn't go in a red bag?

The following items **aren't** considered biomedical waste, and don't require disposal in a red bag:

- Linens
- Patient belongings
- Equipment, such as oxygen cylinders
- Batteries
- Thermometers
- Sharps or glass
- Trash that the facility has defined as recyclable or non-biomedical

Isolation Rooms

Isolation rooms are identified by a special isolation sign. Volunteers **don't** enter isolation rooms unless indicated as a trained competency within their volunteer service guideline.

Mycobacterium Tuberculosis (TB)

TB is a microorganism that can be transmitted from person to person by airborne droplets that are expelled when an untreated person breathes, coughs, laughs or sneezes. Symptoms include unexplained productive cough lasting more than two weeks, fever, night sweats and chills, loss of appetite, weight loss, bloody sputum, fatigue and chest pain.

Spills

Before cleaning up any spills, be sure to use standard precautions. Ask a team member for assistance if you have any questions regarding the identity of the spill.

Lab Specimens

Specimens must be placed in a labeled, leak-proof plastic biohazard bag before transporting to the lab. Volunteers **can't** transport specimens that are improperly sealed. Don't wear rubber gloves to transport a specimen from one area to another.

Artificial Nails

Artificial nails have been found to contribute to the spread of infection. The CDC and The Joint Commission recommend that those having direct contact with patients don't wear any type of artificial nails including extenders, wraps, gels or acrylics.

The Joint Commission

The Joint Commission is one of the organizations BayCare uses for accreditation. In-person, unannounced surveys are conducted at least once in a three year period to ensure that participating health care facilities comply with a high standard of quality care. If you have quality of care or safety concerns, alert a Volunteer Resources team member for immediate assistance. If you feel your concerns haven't been addressed, you can contact The Joint Commission Office of Quality Monitoring by emailing complaint@jointcommission.org or calling (800) 994-6610. You can report legitimate safety concerns and quality of care concerns to The Joint Commission without fear of disciplinary or punitive actions.