



An Affiliate of  UnityPoint Health

Volunteer Handbook

Helping people, changing lives!

Revised June 2018

This handbook is revised periodically. Updated versions are available on LCHC's website at www.lchcia.com or in the Volunteer Services Department.

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Dear Volunteer:

Welcome to Lucas County Health Center. I am very pleased that you have chosen to serve our organization.

Our staff is made up of competent, caring individuals, who have set high standards for themselves and their work. I believe that you will find the work environment at Lucas County Health Center supportive and rewarding.

Our mission, vision, and core values are located on the following page. You will want to adopt these values and learn our mission/vision as they form the basis of our operations at LCHC.

This handbook is designed to answer questions that you may have, and to help guide you in your daily service. You will, no doubt, have questions from time to time that may not be fully addressed in this handbook. We encourage you to discuss any concerns that you may have with your supervisor or the Volunteer Services Department staff.

Again, welcome to Lucas County Health Center.

Sincerely,

Brian Sims, CEO

Lucas County Health Center History

In 1956, a group of citizens interested in developing a county hospital gathered 200 signatures in support of the project and placed the matter in the hands of the Lucas County Board of Supervisors. A public vote November 6, 1956, showed the public was firmly behind constructing a county hospital. The supervisors issued \$200,000 in bonds to begin the process.

The Lucas County Memorial Hospital Foundation, Incorporated formed and organized a drive to raise matching funds to comply with the Hill-Burton Act requirements. Foundation members Judge Harold Levis, John Woodman, F. B. Ryan, and John Baldridge were able to raise \$170,000 in private funds.

The first trustees – Delbert James, Arthur Keller, Oliver Kent, Fred Curtis, Dean Ferguson, Earl Wright, and Oran Garrett – met to decide how to pursue the construction of a modern hospital in Chariton. Months of attention to the smallest detail produced a hospital plan including 35 beds, 12 bassinets, and a modern surgical facility.

Construction, on what would become Lucas County Memorial Hospital, began in the fall of 1959. A grand opening was held May 1, 1961. A 48-bed addition was constructed in 1969 with a two-unit ambulance service added in 1970.

In 1985, Northridge Living Center was developed to meet the growing need for residential facilities for the elderly. The original Northridge Living Center provided 27 rooms for residents. Eight additional rooms were added in the spring of 2000.

In 1986, the Lucas County Memorial Hospital adopted the name of Lucas County Health Center.

In 1992, the Medical Office Building (6,570 square feet), Emergency/Outpatient Service expansion (13,821 square feet), diagnostic services, and mobile services dock expansion were completed.

LCHC Mission

We will promote and enrich the health and wellbeing of those we serve.

LCHC Vision

Guided by our core values, we will provide quality family-centered healthcare.

LCHC Core Values

- **Stewardship** – We manage our talents and resources in a trustworthy and responsible way within the scope of our mission.
- **Excellence** – We surpass the ordinary and continually improve the delivery of quality services.
- **Dignity** – We recognize the uniqueness of each individual by promoting an atmosphere of trust, respect, compassion and cooperation.
- **Hospitality** – We create an environment where everyone feels welcome.
- **Integrity** – We hold ourselves to the highest standards of professionalism in the delivery of all services.
- **Teamwork** – We work together to achieve our mission.

INTRODUCTION

The overall Volunteer Services policies of Lucas County Health Center (LCHC) are based upon the belief that qualified volunteers working in harmony to “promote and enrich the health and wellbeing of those we serve” are the most valuable asset the Health Center can possess. To this end, the Board and Administration of the Health Center have adopted the mission, vision, and values noted previously.

This handbook has been prepared for all volunteers of LCHC and outlines the general personnel policies and guidelines of the Health Center. This handbook supersedes and replaces all previously published handbooks, as well as policies covering the same subject matter as this handbook.

As a volunteer, you are responsible for reviewing these policies and procedures immediately when you receive them and for abiding by them. If you do not understand these policies and procedures, you should contact your supervisor or Volunteer Services for clarification.

This handbook cannot anticipate every situation or answer every question that may arise regarding your volunteer service. Please direct any questions that you may have about your service to your supervisor or to Volunteer Services.

Policies Review

To maintain equitable and up-to-date Volunteer Services policies, these policies will be reviewed at least annually, but more frequently if circumstances justify such review. Responsibility of review lies with the Volunteer Services Department.

This handbook is presented as a matter of information only. The Health Center reserves the right to add to, change, or eliminate any or all of the policies or procedures described at any time with or without notice. Likewise, the Health Center retains the right to interpret its policies and procedures and such interpretation will be binding on the Health Center’s volunteers.

Volunteer Services Mission

LCHC Volunteer Services connects skilled volunteers with opportunities to promote and enrich the health and well-being of those we serve.

Volunteer Services Vision

Guided by our Core Values, Volunteer Services will enhance the patient experience to better serve our communities.

Getting Started

All potential volunteers need to understand the commitment to volunteer at Lucas County Health Center. The health care environment is highly regulated and comes with many rules. Volunteers are included as important team members. To start, all volunteers must complete an application process that includes a completed application, interview, criminal background check and health screen. Volunteers must be willing to comply with hospital policies and procedures including wearing the proper attire and identification badge at all times. A 12-month time commitment is required unless otherwise stated on specific position descriptions.

Application Process

To become a volunteer, an interested individual first completes a volunteer application. Forms are available online at www.lchcia.com/volunteers and in the Volunteer Services Department. Completed forms are returned to Volunteer Services for review and screening.

Qualifying applicants are required to interview with the Volunteer Services Manager. The Volunteer Services Manager schedules interviews. The purpose of the interview is to match the needs of the organization with the time and talents of the potential volunteer. Once placed, it is essential for all volunteers to understand the purpose of the volunteer program, volunteer responsibilities, and hospital policies. Therefore, all volunteers are required to attend volunteer orientation and training.

Health Screening

All potential volunteers are required to have a health screening prior to beginning volunteer training. The health screen is conducted by the Infection Control Department and is provided at no cost to the applicant. It is provided to ensure the health and safety of our volunteers, students, employees and the patients we serve. The following is required:

1. Tuberculosis Blood Test or Tuberculosis (TB) Skin Testing
2. Measles, Mumps, Rubella (MMR) Vaccination
3. Seasonal Influenza (Flu) Vaccination Record - Seasonal flu shots are required unless volunteers take a leave of absence during flu season.

Background Check

All potential volunteers are asked to consent to a background check. This is to ensure the safety of our volunteers, students, employees and the patients we serve.

Orientation and Training

Orientation will be completed on the second Friday of every month for all volunteers that have completed the application process, health screening and background check. Confidentiality, harassment, customer service and event reporting will be covered in orientation. Additional training will be scheduled with the volunteer and Volunteer Services Manager for specific volunteer positions. All training must be complete before the volunteer can serve in any capacity.

VOLUNTEER ROLE DEFINITION

The role of the volunteer is to help patients, families and staff members. The volunteer is an important member of the healthcare team who supports the mission, vision and values of Lucas County Health Center while sharing his or her gifts of time and talent.

The volunteer embraces his or her role with professionalism, confidentiality and dignity. The volunteer performs a wide range of tasks that support the work of staff members.

VOLUNTEER CODE OF CONDUCT

- **Be Positive:** Display a *positive* image of Lucas County Health Center by demonstrating courteous and professional behavior toward patients, physicians, employees and visitors and by following the values of Lucas County Health Center.
- **Be Sure:** Look into your heart and know that you really want to help others. Know your own limits.

- **Be Convinced:** Believe in the value of what you are doing.
- **Accept the Rule:** Don't criticize what you don't understand. There may be a good reason.
- **Speak Up:** Ask about things you don't understand.
- **Be Willing to Learn:** Training is essential to any job well done. Prepare for each assignment.
- **Keep on Learning:** Know all you can about your hospital and your assignment. Use your time wisely; don't interfere with others' performance.
- **Welcome Supervision:** Consult with a supervisor when unclear on policy or action. You will do a better job and enjoy it more if you are doing what is expected of you.
- **Be Dependable:** Your word is your bond. Do what you have agreed to do. Don't make promises you can't or won't keep.
- **Be a Team Player:** Find a place for yourself ON THE TEAM. Constructive feedback will improve effectiveness.

CONFIDENTIALITY

“What you see here, what you hear here, must remain here, when you leave here.”

Lucas County Health Center has a strong tradition of protecting the privacy of patient information. Confidentiality has always been part of the hospital culture. However, there is also a federal law that sets the national standard to protect medical records and other personal health information. The law is the **Health Insurance Portability and Accountability Act** or **HIPAA**. HIPAA establishes accountability: civil and criminal penalties administered to individuals or institutions that do not follow this regulation.

HIPAA regulates **PHI (Protected Health Information)** in any form – verbal, written, video or electronic. Examples: patient medical record, name, address, phone number, social security number, medical record number, and vehicle identification. **HIPAA requires volunteers to take reasonable steps to only use or disclose the minimum amount of PHI necessary to do their assigned tasks.**

There is also a **HITECH Act** (Health Information Technology for Economic and Clinical Health Act) which contains a provision that allows the **criminal** prosecution of any individual who knowingly discloses or obtains PHI (Personal Health Information) without authorization.

It is important that volunteers understand the types of breaches of confidentiality which are covered under HIPAA and the HITECH Act. They are as follows:

1. Carelessness or Inadvertent
 - a. Unintentional or careless access, review or disclosures by a volunteer and/or disclosure of PHI without a legitimate “need to know.”
Example: Faxing to wrong fax number; leaving computer terminal unattended in accessible area with PHI unsecured.
2. Failure to follow policy or access for curiosity or concern (no personal gain).
 - a. Example: Volunteer accesses and reviews a patient's or public personality's medical record out of concern/curiosity; volunteer regularly fails to log off computer terminal; volunteer shares PHI about a patient on Facebook or other social media site; volunteer uses access to the computer to look up patients for reasons other than doing their job.
3. Personal Gain or Malice - An intentional access or disclosure of PHI for personal gain or with malicious intent.
 - a. Example: Volunteer accesses or discloses PHI for use in personal relationship; volunteer gathers PHI to be sold.

Volunteers are bound by hospital policy regarding confidentiality and are not to discuss or disclose information concerning a patient to anyone inside or outside the hospital while volunteering at Lucas County Health Center. A patient's privacy must be respected at all times. Any violation of this policy will result in immediate dismissal.

Some examples of breaches of confidentiality include:

- Sharing details of hospitalization

- Sharing names of patients
- Taking home information about patients in printed form
- Talking with the news media about patients
- Allowing photographs to be taken without written permission of the patient
- Discussing hospitalization in public areas at Lucas County Health Center

Confidentiality guidelines for volunteers:

1. Ask for and look for only that information needed to do the assigned job.
2. Do not go through the patient census to look for individuals you know. If you see someone you know, you are not to visit them without expressed permission.
3. When a volunteer needs to share confidential information, do so in a private place and out of hearing of others. Avoid hallways, elevators, lobbies, cafeteria, etc.
4. Share only information that needs to be shared.
5. Always use your own username and password. Do not use another volunteer's sign in. Never share computer passwords with anyone.
6. Keep patient information in a secure and private place that is not accessible to others who do not need to have access.
7. If using a patient list, never leave the list on a desk or unattended. The volunteer must keep the list private and turn the identifying patient information face downward or use a cover sheet when it is not being used.
8. Properly discard all materials containing PHI by using shred bins.
9. When faxing materials containing PHI take reasonable steps to (a) ensure the receiving fax is confidential, (b) use a cover sheet that contains a confidentiality statement, (c) verify the fax number, and (d) use autodial where possible to avoid misdialled numbers.
10. When delivering any item, such as flowers, gifts, mail, etc., take reasonable steps to make sure the attached label, addressing information or gift card with the patients' name is not visible to others.
11. Do not share information about other volunteers who are hospitalized unless the patient/volunteer has given verbal or written permission to Volunteer Services staff.

HIPAA – “No Pub Patients” or “Do Not Announce Patients”

At admission, patients may choose to not be shown on the public roster or computer listing.

- This means no visitors, mail, phone calls, or flowers for the patient.
- If we are unable to verify a room number, the patient is likely on the “no pub” list. Mail or floral item will be returned.
- Failure to protect these “no-pub” or “do not announce” patients can result in a fine to you as an individual as well as the hospital.
- If a visitor, delivery person or caller is looking for a “no pub” patient, please state the following: **“We are sorry, but we don’t have anyone on our list by the name.”**
- You might suggest that the person inquiring checks with a family member. The guest is always welcome to check with a family member.

EXPECTATIONS FOR SERVICE EXCELLENCE

To realize the mission and vision of Lucas County Health Center, it is essential that everyone understand the expected behaviors for daily interaction with patients and families.

- Smile and wear your name badge where it is highly visible.
- Greet, meet and repeat. Always introduce yourself and explain your role.
- Phone finesse. Answer the telephone with a “smile.” Identify yourself and ask how you can help the caller. Transfer the caller only if absolutely necessary.
- Go the extra mile. Anticipate the wants and needs of the people you serve. Ask, “How can I help?” and “Is there anything else I can do?”
- Present a professional image consistent with the dress code policy.

- Assist patients, visitors, and families in a positive and professional manner.
- Respond with respect to customer requests in a friendly, positive and prompt manner.
- Keep it quiet/keep it clean. Help keep the noise level down and all public and patient areas free of clutter.
- Respect the privacy and confidentiality of the people you serve, our physicians, employees and your fellow volunteers.
- Manage wait times and work to eliminate delays before they happen.
- Provide clear, accurate information that meets or exceeds the needs of patient, customers and visitors.
- If a problem has occurred, perform “service recovery.” This is the process by which we resolve customer concerns and complaints. It simply means do all that you can to correct a wrong perceived by the customer – and doing it in such a way that their interests are protected, and their emotions calmed. Use the HEAT model – hear, empathize, apologize and take action.

EXPECTATIONS FOR PERSONAL EXCELLENCE

- I am committed to and am an advocate of our mission, vision, values and goals.
- I represent our organization in a positive and professional manner.
- I communicate openly and honestly with everyone in the organization.
- I am committed to meeting or exceeding customer needs and expectations.
- I accept personal responsibility and accountability for my actions.
- I maintain confidentiality in my job.
- I am a positive influence on those around me.
- I honor the worth and dignity of each person with whom I come in contact.
- I value diversity within our volunteers, our workforce, our patients and our community.
- I work efficiently and am accountable for appropriate use of resources.
- I work positively with change, take risks, and am flexible.
- I seek new learning and development opportunities.
- I assist in the development of my co-volunteers and co-workers.
- I resolve issues by dealing with people directly to achieve mutual benefit.
- I see ways to use and enhance my skills/talents to create value for the organization.

VOLUNTEER POLICIES AND PROCEDURES

Absence/Attendance

All volunteer service is important to Lucas County Health Center. It is expected that all volunteers treat their assignment as a **commitment** recognizing that others are depending on their presence. Arriving on time for each shift is expected unless illness, injury, or other circumstances prevent it. See section on Infection Prevention, Personal Health for a list of health conditions that require volunteers stay home for the protection of both the volunteer and the patients.

When it is not possible to report as scheduled, volunteers are asked to notify their supervisor or scheduler, or if appropriate, the department for which they volunteer **as soon as possible**. A voice message should be left on the main phone line at the volunteer office if none of the above people are reached. Volunteer name, service, date and time of shift are to be included in the message.

It is also very helpful for volunteers who are assigned to an area with other volunteers to secure their own substitute before calling in absent. This helps provide continuous quality volunteer services to our patients and families. A list of names and numbers is provided to these volunteers.

Quality Awareness

All volunteers are encouraged to participate in efforts to continuously improve the quality of the services provided by Lucas County Health Center. Any suggestions may be taken to the Volunteer Services Manager or to a member of the department supervisor.

Event Reporting

The definition of an event is an instance that is not consistent with the routine care of a patient, routine service of a department or routine operation of the Health Center. Events are unusual occurrences, accidents and situations which could result in injury. Examples of events include: patient/visitor falls, medication errors, perinatal complications, surgical/anesthesia complications and patient care equipment failure/malfunction. Events may involve patients, volunteers or visitors.

When an event occurs, proceed in the following manner:

1. The volunteer who discovers, witnesses or to whom the event is reported is responsible for documenting the event.
2. Events need to be reported within 24 hours of discovery.
3. Report the event using the Event Reporting Form which should be printed on blue paper and provide the required information. This includes but is not limited to:
 - What happened and what effect it had on the individual involved. For example, “Patient found on floor, no apparent injury”.
 - Medically relevant facts as well as environmental details if relevant to the event. For example, “Side rails up, bed in low position”.
 - Statements of patient or witnesses regarding degree of injury and what happened. For example, “My left hip hurts”.
 - Injuries as observed by the physician or nursing personnel. For example, “Bleeding from incisional area”.
 - Information which indicates final outcome. For example, “Return to surgery”.
4. The completed form needs to be routed to the department supervisor and then forwarded to the Quality Services Director.

Dress Code

At each location, volunteers are identifiable by their badge. All volunteers wear an I.D. badge. The hospital will provide each volunteer with an I.D. badge. It is the volunteer’s responsibility to care for their I.D. badge.

In addition, volunteers comply with Lucas County Health Center expectations for appearance. Good hygiene and a well-groomed look help to maintain a professional image. Clothes should be neat and clean.

Appropriate attire includes soft-soled shoes, slacks, dresses/skirts, and a reasonable amount of jewelry. Lucas County Health Center issued recognition pins may be worn on the volunteer I.D. badge or clothing. All volunteers will wear closed toe footwear when in patient care areas – even if the volunteer does not typically volunteer there and is simply walking through the area. Volunteers who do not go to a patient care area may wear sandals. Sport sandals (Nike, Reebok, etc.), crocs with holes and beach footwear (flip flops or thongs) are not acceptable.

Inappropriate attire includes thigh-level pants including shorts of any type, blue jeans, sweats or spandex, mini-skirts, shirts that expose the midriff. Perfume and cologne should not be worn in patient care areas.

Use of Personal Cell Phones

If you choose to keep a personal cell phone in your possession while volunteering, you must have the phone positioned to “OFF” or in the “SILENT” mode at all times. Please limit your cell phone use to emergencies only. It is important that your cell phone use does not interfere with your volunteer duties. Lucas County Health Center will not be responsible or liable for the loss or damage to personal cell phones.

Use of Camera Phones

Volunteers may not photograph, film or videotape any person, document, or activity that in any way involves employees, patients, visitors, or any other individual with whom Lucas County Health Center is doing or intending to do business in any capacity.

Injury or Illness While Volunteering at The Hospital

Providing a safe volunteer environment is a priority of Lucas County Health Center. However, should a volunteer suffer an injury or become ill while volunteering, please follow these steps:

- 1) Notify supervisor/manager in the department you serve if injury occurred while volunteering.
- 2) Notify the Volunteer Office.
- 3) If you are directed to the Emergency Room, you will be required to provide your insurance information.
- 4) Risk Management will review incidents and make a determination regarding hospital coverage. Lucas County Health Center does not automatically cover illness or injury that occurs on premises.

Sign-In Procedures

All volunteers are required to sign in all volunteer hours including service hours, meetings, coffees, special events, telephoning, etc. Volunteer service hours are very important to Lucas County Health Center because we want to share information about the collective generosity of the volunteers, so it is important that an accurate record be kept. Sign-In procedures may be different for each position. The Volunteer Department or department supervisor will instruct each volunteer on the sign-in process.

Termination of Volunteer Services

All volunteer service is appreciated. Lucas County Health Center strives to retain and attract quality volunteers. However, circumstances change, and volunteers may no longer be able or willing to continue. Any volunteer wishing to voluntarily resign is asked to notify the Volunteer Services Department, verbally or in writing, at least two weeks in advance. The Volunteer Services Department appreciates any feedback at time of departure. For example, providing the reason for leaving can be very helpful to the Volunteer Services Department.

Lucas County Health Center reserves the right to end any volunteer relationship at any time. The Volunteer Services Department reserves the right to terminate a volunteer as a result of:

- Failure to comply with Lucas County Health Center or department policies, rules and regulations, i.e. breaching confidentiality;
- Several absences without prior notification;
- Unsatisfactory attitude, work or appearance;
- Demonstrated incompetence; and
- Any other circumstances which, in the judgment of the Volunteer Services Manager, would make continued services as a volunteer contrary to the best interests of Lucas County Health Center.

All Lucas County Health Center property must be returned to the Volunteer Services Department before departure. This includes but is not limited to: Photo ID badge; and any keys issued.

INFECTION PREVENTION GUIDELINES

Hand Hygiene

Hand hygiene is absolutely essential for the prevention and control of infections. It is the single most important thing that can be done to prevent the spread of infections. It is important for volunteers to follow these hand hygiene guidelines at all times. Please direct any questions to the Volunteer Services staff.

Hands must be sanitized or washed:

- When entering and leaving a patient room (recommended).
- At the beginning and end of each shift (*must wash*).
- Whenever there is obvious contamination (*must wash*).
- Before having direct contact with patients.
- After contact with a patient's intact skin.
- After contact with inanimate objects (including medical equipment) in the immediate vicinity of the patient.
- Before and after eating (*must wash*).
- After personal use of toilet (*must wash*).

Fingernails should be in good repair, clean and neatly trimmed. If nail polish is worn, it should be free of chips.

Personal Health

Don't come to volunteer with:

- Fever of 99.4° F (37.5C).
- Vomiting and/or Diarrhea.
- Colds – sneezing, coughing, runny nose.
- Draining or infected sores.
- Burns and/or dermatitis.

Remember:

- Use the hand washing guidelines.
- Do not work when ill.
- Maintain Isolation.
- Follow Standard Precautions.
- Follow instructions from staff when volunteering in patient care areas.

Standard Blood and Body Precautions & Isolation Precautions

Standard Blood and Body Precautions-Since medical history and examination cannot reliably identify all patients infected with HIV or other blood-borne pathogens, blood and body-fluid precautions are consistently used for all patients. This approach has been recommended by the Center for Disease Control and referred to as “standard blood and body precautions” or “standard precautions”, and is used in the care of all patients, especially including those in emergency care settings in which the risk of blood exposure is increased and the infection status of the patient is usually unknown.

Volunteers should not have exposure to blood and/or body fluids therefore exposure to HIV/AIDS is eliminated. However, if you are in a situation in which blood is present, contact the nearest department staff so they can attend to the situation.

VOLUNTEERS DO NOT INTERACT WITH BLOOD OR BODY FLUIDS.

- *Isolation Precautions*-For known infections or diseases, measures called “Isolation Precautions” are necessary to prevent the spread from person to person. The type of precaution is based on the mode of transportation of the infection/disease.
- As a general rule, volunteers are not to enter a patient's room where Isolation Precautions are in effect. A color-coded sign on the doorway or door and/or cart outside the door will indicate the necessary precautions. The different types of precautions are: Contact; Droplet; Airborne; and Special.
- Only volunteers who have been specially trained by staff and have passed a specific competency evaluation on proper procedures for visiting patients on isolation precautions may enter isolation rooms.

SAFETY POLICIES AND PROCEDURES

Safety and Security

Volunteers play a role in maintaining a safe and secure environment.

Volunteer responsibilities include:

- Read and follow the volunteer handbook.
- Reporting any accidents or incidents observed including thefts and found items.
- Advising people to secure any valuable items such as purses that are visible from hallways. Ask patients to place valuables in drawers.
- Locking possessions up when on duty.
- Offer help to others with kindness and courtesy.
- Ask staff to assist when “limited” or unsure.

- Park cars in the assigned areas. Lock the car and remove valuables from sight.
- Look for broken or loose furniture, seats or wheelchairs needing repairs.
- Note any electric cords in aisles or corridors where people may trip.
- Wipe up all spills or broken glass immediately.
- Never use a cart or a wheelchair to push open doors as someone may be opening them from the other side.
- Never try to lift anyone who falls. Contact a staff member to assist those in need.
- Know where emergency equipment is located in all areas.
- Know the emergency calls/codes and respond without panic, shouting, running or alarming patients.

Emergency Calls/Codes

Emergency Warnings

From time to time warnings will be announced over the public-address system. Volunteers should become familiar with their duties upon hearing the following:

- Code Blue – Indicates patient distress situation. Clinical personnel required to report.
- Code Mash – External Disaster
- Code Red -- Fire
- Tornado Watch – weather conditions favorable for development of a tornado
- Tornado Warning – tornadic activity in Lucas county, take cover
- Dr. Strong – Indicates situation requiring immediate attention. Report to the department identified when hearing this page overhead.

For easy access, all units and departments possess copies of the emergency plans.

Emergency Phone Number: Dial 3000. (Dial 774-3000 from a non-LCHC phone)

What to tell the Operator:

1. Describe the situation (fire, medical emergency, etc.)
2. Report location:
 - Patient Room #
 - Floor
 - Unit or office name
3. Remain calm/respond as trained per the type of Emergency

Emergency Codes will be announced over the hospital intercom. All calls begin with “Attention Please.” Listen for the specific type of code and respond appropriately.

Code Red: Fire

Initial Response: R.A.C.E.

Rescue: Evacuate from the immediate area if necessary.

Remove all patients from immediate danger.

If necessary, move patients behind the next set of fire doors.

Activate: By pulling the nearest fire alarm station.

Dial 3000 and report the location. Cell phones dial 774-3000

Contain: If possible contain the fire.

Close all doors to control smoke and fire.

Do not pass through fire doors unless you need to evacuate.

Do not use elevators.

Extinguish or Evacuate: If the fire is small and you can extinguish it safely, use an extinguisher. If you cannot safely extinguish, evacuate.

Initial Response: P.A.S.S.

P - Pull the safety pin

A - Aim the hose/horn at the BASE of the fire

- S - Squeeze the handle
- S - Sweep the hose/horn back and forth

General Information upon activation of the fire alarm system:

Listen for announcements
Close all doors – DO NOT OPEN CLOSED DOORS
Prepare for possible evacuation
Reassure patients and visitors
Courteously remind visitors to not use elevators
Cease all non-emergency activities
Clear all corridors of carts, equipment and personnel
Listen for “All Clear”

Paging Dr. Strong

This message is used for situations where a person is behaving in an aggressive manner and in which de-escalation is necessary. When Dr. Strong is paged the area will also be noted in the page. All available staff and volunteers are asked to report to provide assistance. It is important to note that this event is not used for situations involving a weapon where there is imminent danger to other patients, visitors or staff. It is used to show support to staff needing assistance.

Tornado or Severe Thunderstorm Watch (conditions are favorable)

Staff/Volunteer Response

During a tornado/severe thunderstorm watch, precautionary measures should be taken in the event that a warning is issued.

Precautionary measures include:

1. Review hospital evacuation procedures, including the location of evacuation equipment and evacuation responsibilities.
2. Review tornado/ severe thunderstorm warning procedures.
3. Reassure patients and visitors that we are taking precautionary measures in the event that a tornado or severe thunderstorm warning is issued.
4. Volunteers assigned to patient care units may be asked to assist staff with patient preparations for a tornado warning

Tornado or Severe Thunderstorm Warning (confirmed event)

During a tornado and severe thunderstorm warning, immediate measures should be taken to protect yourself.

Volunteer Response:

1. Follow instructions for your service area.
2. Reassure patients and visitors that we are taking precautionary measures for their safety.
3. Discourage visitors from leaving facility or using elevators.
4. **Take cover** in an interior area of the department without windows or closest area clearly marked a tornado shelter.
5. Avoid lobbies, hallways, walkways, atriums, and other areas with glass.
6. Volunteers MAY NOT LEAVE THE BUILDING until an “all clear” is given.

Winter Weather

- During winter weather situations, volunteers may use their own judgment regarding whether to volunteer. Please notify Volunteer Services staff or service department as soon as possible if you will not be volunteering on your scheduled day due to weather.
- There may be instances when Volunteer Services closes the department due to inclement weather.

Lifting – Body Mechanics

For the safety of patients and volunteers, volunteers are not to lift patients. Volunteer training does not include the necessary skills to perform this task safely. (See Patient Transportation below)

When lifting or moving any object, volunteers use proper body mechanics to reduce the risk of injury. Carts are available for moving objects. When an item is too heavy for safe lifting, call Maintenance (3431) for assistance.

Patient Transportation

For the safety of patients and volunteers, volunteers are not to lift patients. Nurses are available to assist patients in need of lifting. For volunteers who transport patients or visitors using wheelchairs, wheelchair guidelines and training will be provided.

Fall Prevention

Universal fall precautions are used for all patients. For those patients assessed at high risk for fall, alerts will be initiated as follows:

- Yellow ID band is placed on the patient's wrist.

Violence

Lucas County Health Center is committed to providing a safe and healthful environment. Reasonable steps will be taken to reduce the likelihood of injury or death from violent acts at the work place. **Threats, threatening behavior, or acts of violence will not be tolerated by anyone on Lucas County Health Center property.**

Harassment-Free Environment

Lucas County Health Center is committed to providing a working environment free from harassment in which its employees and volunteers are treated with courtesy, respect, and dignity. This includes harassment based on race, ethnicity, creed, color, gender, age, religion, sexual orientation, gender identity, or disability. **Any form of harassment is unacceptable and will not be tolerated. Please report any inappropriate behavior to the Volunteer Services Manager or any member of management.**

PATIENT RIGHTS AND RESPONSIBILITIES

Patient Rights and Responsibilities for Lucas County Health Center contains a complete listing of patient rights including ethical aspects of care, treatment and services. For example, one patient right is to have "access to treatment or accommodations that are available and medically indicated without partiality to anyone on the basis of race, creed, color, national origin, or the source of payment."

One of the patient's rights is to "Recognize and respect the individuality and dignity of each patient." The following guidelines are intended to help volunteers satisfy this right.

Patient Services Guidelines

Procedure for Entering a Patient's Room:

- Always knock softly and wait to be greeted by the patient. Greet the patient and identify yourself upon entering. State your purpose and ask permission. "Hi, I'm (insert name), a volunteer, and I have your mail. Would you like me to read your mail to you?"
- Do not wake a sleeping patient.
- If the curtain is pulled all the way around the bed, do not open the curtain.
- Do not question the patient regarding his/her illness.
- The key to interacting with patients is being a good listener.

Times You Should NOT Enter a Patient's Room:

- Do not enter a room when the door is closed unless invited. Feel free to knock. If you question whether you should enter a room, feel free to check at the nurses' station.
- Do not enter a room when a doctor or other medical professional is present. Return later.
- Do not enter when a patient's room is noted, "Visitors Check at Nurses' Station."
- Do not enter an isolation room. This will be noted on the door and usually a cart with mask, gloves, etc. is outside the door.

Restrictions – please do not perform the following services:

| Restriction | Reason for Restriction |
|---|--|
| <ul style="list-style-type: none">• Assistance in sitting up• Transfer from bed to wheelchair• Help in walking to bathroom• Raising/lowering bed• Cut nails | <ul style="list-style-type: none">• Brittle bones may break• Patient may fall. Both volunteer and patient may be injured• May cut off tubes, wires• Infection control/patient safety concerns |
| <ul style="list-style-type: none">• Feed patients• Take down bed rails• Sit or place items on bed | <ul style="list-style-type: none">• Patients may choke• Patient may fall out of bed• Cleanliness |

Note: When asked for medical assistance as in examples above, volunteers should seek assistance. Tell the patient that help will be sought from an appropriate staff member.

GENERAL POLICIES AND PROCEDURES

Conflict of Interest

Conflict of interest can arise when a volunteer:

- Would have a financial interest that would affect his/her judgment as a volunteer for Lucas County Health Center.
- Misuses his/her position at Lucas County Health Center in a way that results in personal gain.
- Gains personal enrichment through access to confidential information.

Cultural Diversity

Lucas County Health Center is committed to developing a diverse environment where volunteers can expect to serve in a welcoming environment where each person feels valued for their individual traits, skills and talents. To achieve this goal, Lucas County Health Center actively seeks qualified people regardless of their race, ethnicity, color, gender, religion, age, sexual orientation, gender identity, disability, veteran status, and socio-economic status. To further encourage this welcoming environment, all managers promote an inclusive atmosphere where all feel valued and their differences are understood and appreciated. Volunteers help create this environment by treating others with courtesy, respect, and dignity without regard to their differences. For example, people may practice different religions or no religion at all. Volunteers respect each individual's right to choose which religion, if any they practice. Volunteers will not offend, impose their beliefs or proselyte others.

Volunteers behave in a manner valuing the differences of every individual and culture encountered during the volunteer experience. Failure to do so may result in a harassment complaint. Any form of harassment is unacceptable and will not be tolerated.

Personal Guests and Visitors

Volunteer service is critical to our patients and families. Each volunteer's full attention is expected during their shift. Do not bring guests, friends or family members (including children) when scheduled to volunteer.

Substance Abuse

Alcohol and/or illegal drugs are not to be consumed prior to or during volunteer service.

Smoking/Tobacco

Lucas County Health Center is a **tobacco free environment**. Smoking or otherwise using tobacco products (including cigarettes, cigars, chewing tobacco, snuff, pipes, etc.) on company time or property is prohibited. Prohibition includes any and all buildings owned, leased, rented or areas maintained by Lucas County Health Center; including any grounds, parking lots, sidewalks or buildings owned, or leased; or in vehicles owned or leased by Lucas County Health Center. All employees, physicians, students, visitors, patients, vendors, contract workers, volunteers or any person coming on grounds or to the facility must comply with this policy.

Solicitation

Volunteers may not solicit or distribute literature for any purpose on Lucas County Health Center property or at any Lucas County Health Center activity.

Prohibited examples include but are not limited to:

- Selling items and/or promoting outside business interests including other not-for-profit entities.
- Distributing literature promoting business or personal interests.

Child and Dependent Adult Abuse for Non-mandatory Reporters

Types of Abuse

This information includes three types of abuse and your role in reporting abuse.

- Child Abuse, Dependent Adult Abuse and Domestic Violence

Your main duty as a non-mandatory reporter is to report signs of abuse.

Child Abuse

When a child under 18 years of age suffers abuse from someone who is providing care, this is child abuse under Iowa law.

Types of child abuse:

Physical Abuse

- This results in injury to a child's body.
- Injuries can be minor, such as scratches or cuts, or more major, such as a broken bone or internal bleeding.

Emotional Abuse

- This results in a child not feeling good about himself and can lead to anxiety, depression and suicide.
- Children who are emotionally abused are led to believe that they are no good, worthless, and not wanted.

Sexual Abuse

- This abuse results when the caregiver has any type of sexual experience with the child or does not protect the child from being with someone who sexually abuses children.

Prostitution

- This is a form of child abuse that occurs when the child is forced to perform sexual acts for someone.

Denial Of Critical Care

- This is often referred to as neglect.
- Children can be neglected in many ways:
 - lack of food, clothing or shelter
 - not getting medical or dental care they need
 - not being watched

Possession Of Illegal Drugs

- This type of abuse occurs when pregnant mothers abuse street drugs.
- The newborn is addicted to the drugs due to the mother's use during pregnancy

Bestiality In The Presence Of A Child

- This type of abuse occurs when a caregiver performs sexual acts with an animal in the presence of the child.

Making An Illegal Substance In The Presence Of A Child

- This refers to when the caregiver makes illegal drugs, such as meth, in the presence of a child or in a home where a child lives.

Your role to report possible child abuse in our hospital:

- If you become aware of a child in our hospital having been abused, report it **immediately** to your supervisor or the supervisor of the area where the patient is.
- Do not approach the child or caregiver with advice or inform them of what you are going to do.
 - The caregiver may become upset to find out you are reporting it.
 - This is best handled by the nurse and social workers involved in the care of the child.

Your role to report possible child abuse outside of your role at Lucas County Health Center

- If you witness child abuse in your community, or suspect a child is being abused, contact your county Department of Human Services.
- You are a non-mandatory reporter. Anyone can report suspected abuse.

Dependent Adult Abuse

According to Iowa law, a dependent adult:

- is 18 years of age or older
- is not able to take care of himself due to physical or mental reasons
- needs help

Dependent adults may be living in private homes or in care facilities.

Types of dependent adult abuse:

Physical Abuse

- This is bodily injury to the dependent adult
- This type of abuse also includes:
 - keeping the dependent adult in one location without access to other people or to what things are needed
 - punishing the dependent adult for something that was done
 - threatening to injure or injuring the dependent adult

Denial of Critical Care

- This is also called neglect.
 - The caregiver does not provide the food, clothing, shelter, medicine, medical care, or dental care the dependent adult needs.

Denial Of Critical Care By The Dependent Adult

- This type of neglect does not involve a caretaker.
- The dependent adult makes choices that do not allow for basic needs to be met.

Sexual Abuse

- The caregiver has sexual acts with the dependent adult or
- The caregiver fails to protect the dependent adult from sexual abuse.

Sexual Abuse In A Care Facility

- The sexual abuse occurs in the facility, such as a nursing home, where the dependent adult lives.

Financial Exploitation

- The caregiver uses the money of the dependent adult for the caregiver's purposes. This leaves the dependent adult without enough money to meet needs.
- Examples include:
 - Making illegal withdrawals from the dependent adult's bank account
 - Not paying bills for electrical or phone use because the money has been used on the caregiver instead
 - Charging the dependent adult very large fees for services.

Your role to report possible dependent adult abuse in our hospitals:

- Report it **immediately** to your supervisor or the supervisor of the area where the patient is.
- If you see a hospital employee abusing a dependent adult or if the dependent adult tells you about abuse by an employee, report it immediately to a supervisor.

Your role to report possible dependent adult abuse outside of your role at Lucas County Health Center:

- If you are aware of a case in your community that you think may involve dependent adult abuse, contact your county Department of Human Services.

Domestic Violence

Types of domestic violence:

Physical

- This includes hitting, spitting, kicking, pushing, shoving, burning, or using weapons against the partner.

Sexual

- The abuser may pressure the partner for sex, force sexual acts or harm the partner in a sexual way.

Psychological (Emotional)

- The abuser tries to control or intimidate/scare the partner.
- This includes stalking or controlling the victim's money or belongings.

Use Of Economics

- The abuser keeps the money or fails to contribute money to the family.
- The abuser may spend the family money or control the partner's ability to use health insurance.

Using Children

- The abuser uses the children as hostages and/or physically or sexually abuses them.
- The abuser threatens to take the children away from the partner.

Screening for domestic violence:

- Nurses and others at Lucas County Health Center are trained to screen, assess, and treat victims of domestic violence.
- Sometimes, the victim may not want to speak about the violence due to:
 - Fear of what might happen
 - The abuser may have said sorry or convinced the partner that the abuse will not happen again
 - The victim feels shame or guilt about what happened

Your role to report domestic violence:

- The victim may tell you what happened instead of telling the nurse or other provider.
- Immediately report it to your supervisor or the supervisor of the area where the patient is.

Review: As a member of the Lucas County Health Center Healthcare Team, you need to know about abuse and what to do. There are many types of abuse that can occur to children, dependent adults and others. If a patient tells you of being abused, **report it immediately** to your supervisor or the supervisor of the area where the patient is.

VOLUNTEER BENEFITS

Benefits are accessed with the volunteer identification badge while actively engaged in volunteer services at Lucas County Health Center.

Appreciation/Awards

The opportunity to serve others is the greatest benefit of all. Lucas County Health Center values the volunteer service and hopes all volunteers feel appreciated through the various recognition activities held during the year. Special events include an annual recognition event for active volunteers and other seasonal events.

Awards for services are given to active volunteers during annual recognition.

Meals

All volunteers are invited to enjoy a free meal allowance in the cafeteria or gift shop on the day of volunteering. Volunteers are asked to only use this benefit for a meal and not snack items or extra items to take home.

To access this benefit:

1. Wear volunteer identification badge.
2. Fill out volunteer food sheet at either location.

Gift Shop

Active volunteers receive a 20% discount on their gift shop purchase. This does exclude items on clearance and food items.

Flu Shots

When adequate supplies of flu serum are available at Lucas County Health Center, volunteers are given the opportunity to have a free flu shot. A notice will be sent to volunteers, usually in late October or early November. Volunteers are eligible

to receive a free flu shot on a first come, first serve basis. Contact the Infection Control Nurse at (641) 774-3220 to schedule your free flu shot.

Tax Deductions

Tax codes allow for deductions of volunteer mileage. Consult a tax professional for more information on federal and state deductions.

Volunteer Services Manager:

Kristine Kennedy
(641) 774-3226
kkennedy@lchcia.com

1200 N. 7th Street
Chariton, IA 50049

Customer Service

| | |
|------------------------|---|
| No Point Policy | <p>When we see anyone who appears to need assistance reaching their destination:</p> <ul style="list-style-type: none"> • We will immediately approach • Use AIDET • Determine the person's destination • Escort the person to the destination • If we observe ANYONE pointing out a direction, we will remind the employee of the No Point Policy and ESCORT the person to their destination. |
|------------------------|---|

| | |
|------------------------|---|
| 10 & 5 Rule | <p>The 10&5 Rule is a visual manifestation of the organization's commitment to excellent service by everyone.</p> <p>At 10 Feet:</p> <ul style="list-style-type: none"> • Make eye contact, smile, and/or nod to those you encounter <p>At 5 Feet:</p> <ul style="list-style-type: none"> • Deliver a verbal "Hello" • Is this an opportunity? Does something look wrong? Do they look lost? Can I see a gap? <ul style="list-style-type: none"> • NO. Move on. • YES. Approach the individual(s); introduce yourself and ask how you can help. |
|------------------------|---|

| | | | |
|---|---|--|--------------------|
| <p>Managing Up is to foster unity by positioning yourself, another person or another department in a positive light to our patients, visitors and fellow employees. An important part of Managing Up is refraining from "managing down."</p> | | | |
| Reinforces coordination of care and teamwork | Positions other departments well | Decreases patient anxiety and concern | Reduces complaints |
| The patient feels better about their next caregiver | The patient feels more at ease with the handoff | Co-worker has a head start in winning confidence | Reduces complaints |
| Reduces patient anxiety | Improves compliance | Improves clinical outcomes | Reduces complaints |

AIDET

When we are communicating with our patients, we are often seeing them during a high-stress period of their lives. Patients may feel anxious, vulnerable, scared, nervous, uncertain and are less able to concentrate.

AIDET allows us to build trust *very* quickly with our patients. When we Manage others Up, along with AIDET, we are able to help pass that established trust along to the other caregiver, placing them at an advantage.

A - ACKNOWLEDGE

- Let your patients/families know you are expecting them, that you know them
- Decrease patient's anxiety and make them feel comfortable
- Show respect when entering a room

I - INTRODUCE

- Manage yourself and others up
- Job title
- Certification/Licensure
- Years of experience/number of procedures you have done
- Special training

D - DURATION

- How long will this take?
- How long will the initial assessment/preparation take?
- How long will the exam/test take?
- How long will I wait here after the procedure?
- When will I be with my family again?
- When can I expect the results?

E - EXPLANATION

- Narrate care - what you will be doing and why
- What can I expect during the procedure?
- What is the plan for the future?

T - THANK YOU

- Let patients know that you enjoyed caring for them
- Thank patients and families for allowing you to care for them/their loved one
- Thank them for choosing Lucas County Health Center for their care

Results of Using AIDET:

- Increased trust
- Empathy
- Decreased patient anxiety
- Increased patient acceptance of the care plan/plan of care
- Better clinical outcomes
- Patient engagement and satisfaction

