

VOLUNTEER HANDBOOK



VOLUNTEERS ...

EXCELLENCE AND LOVE IN ACTION

VOLUNTEER SERVICES – STATEMENT OF PURPOSE



Volunteer Services at ChristianaCare provides a vital link between the organization and the community it serves. We are committed to recruiting and preparing highly motivated community volunteers to enhance the quality of care provided to our patients and their loved ones. We provide our volunteers with meaningful and fulfilling assignments that allow them to develop their skills and interests and to contribute to the community service mission of ChristianaCare.

VOLUNTEER SERVICES – POLICIES AND PROCEDURES



Volunteer Office Hours: Monday – Friday, 8:30a -4:30p; Main Volunteer Office Phone Number: 302-733-1284, option #4

NAMETAGS

If you are volunteering at the Wilmington or Christiana campus, please pick up your badge from the Volunteer Office at the location where you will be volunteering prior to your first volunteer shift. If you are volunteering at the Middletown Emergency Department, please call the volunteer office to confirm when you can pick up your badge. If you are volunteering at the Cecil campus, your badge will be provided to you at the Guest Services desk. If you are volunteering at any other off-site location, please call the Volunteer Office to make arrangements to pick up your badge prior to your first shift.

Here are some guidelines you must follow regarding your badge:

- Badge must always be worn when volunteering and should be placed on your left side, above the waist to be visibly seen.
- If you forget or lose your badge, please stop by the volunteer office during office hours prior to your next shift to obtain a temporary one for the day.
- Badge must be returned upon your last day of volunteering during office hours.



SIGNING IN AND OUT

Volunteers are required to sign-in and out each time they volunteer as it is our only record for liability insurance coverage. It is also a matter of security that we know who is on campus at all times. At the Cecil, Christiana and Wilmington campuses, volunteers must sign-in at the touch screen computer when they arrive and sign out when they finish their assignment. For those volunteering off-site, please sign in and out using the QR code (see above). For Cecil County Campus off-site locations, sign-in sheets are provided at the location where they serve.

DRESS CODE & APPEARANCE

Uniforms must be neat, no tears, rips, holes or wrinkles and rubber-soled shoes (sneakers permitted) are required. All shirt tails must be tucked in to present a neat and professional appearance. Long hair should be pulled back. Limit your perfume/cologne, jewelry, and piercings. Offensive and/or discriminatory tattoos are prohibited and must be covered.

CELL PHONES AND OTHER MEDIA DEVICES

Cell phones are a distraction while volunteering. To ensure the effectiveness of your volunteer service, volunteers are asked to silence their cell phones while volunteering. If you need to take a call while volunteering, please do so in a break room or the employee cafeteria only. In order to present a

professional appearance, please do not use your cell phone in front of patients and/or staff. Concentrating on our patients, visitors and staff should be your number one priority while volunteering. Cell phone policy is strictly enforced. Non-compliance is grounds for disciplinary action.

MEALS

You are entitled to \$6.00 in the employee cafeteria after four consecutive hours of volunteering. You must have your name badge visible in or must wear your uniform for the cashier to allot the \$6.00 for your meal. Please discuss with your supervisor the best time for you to take your ½ hour meal break.

WILMINGTON HOURS (Mon – Fri)

6:30a – 10:30a
11:00a – 4:30p
5:00p – 6:30p
Closed Sat & Sun

CHRISTIANA HOURS (Open every day)

6:30a – 10:00a
10:30a – 3:30p
4:00p – 7:00p
11:00p – 3:00a

Cecil Campus (Open every day)

6:30a – 7:00p every day

TIPS

Volunteers and employees are not permitted to accept tips. Please politely decline if they are offered.

DEPENDABILITY

Adults are required to complete a minimum of 100 hours annually. College students are required to complete a minimum of 100 hours per school year. High school students are required to complete a minimum of 56 hours during the 9-week summer VolunTeen program. The staff in your department will begin to depend on you. Therefore, it is important to check in with staff when you arrive and let them know when you are leaving. It is also important to provide your department supervisor and the Volunteer Services staff with as much notice as possible when you plan to be absent from your assignment.

UNPLANNED ABSENCES

When you need to be out unexpectedly, it is your responsibility to contact the department supervisor where you are volunteering and the Volunteer Services staff to report your absence. If you become ill while volunteering, let your supervisor know, go home or call your PCP if necessary. You may do so via telephone or email. Two absences, without proper notification, may lead to termination.

SMOKING

All ChristianaCare campuses, including parking areas, are smoke free.

HARASSMENT

Harassment of any kind is not tolerated at ChristianaCare. Any volunteer who feels mistreated in this manner is urged to contact the Volunteer Services staff immediately for assistance. Any volunteer who mistreats others in a harassing way may be terminated by the Manager of Volunteer Services.

PARKING

At Christiana, volunteers are permitted to park on the roof level ONLY of the Visitor Parking garage in the front of the hospital. Those volunteering in the Helen F Graham Cancer Center may park in the lot designated for that building. Those volunteers requiring handicapped parking may park in any of the designated handicapped spots *in visitor's parking*. At the Middletown ED, volunteers must park in the employee parking. At Cecil campus, volunteers are permitted to park in the Patient & Visitor garage located at 111 W. High Street, Elkton, MD. At Wilmington, volunteers are permitted to park in the employee and visitor garages. A volunteer badge is required to access the employee garage. Those volunteers requiring handicapped parking may park in any of the designated handicapped spots in either garage.

EVALUATIONS

Evaluations are completed on an annual basis. Your supervisor will provide feedback regarding your service. We ask that you remain in your assignment for at least 50 hours before transferring to another area barring extraordinary circumstances. Volunteers are asked to participate in an engagement survey every two years to provide feedback regarding their volunteer experience.

LEAVE OF ABSENCE

Volunteers who need to be away from their assignment for one month or more must notify the Volunteer Services staff and provide the date their leave is to begin and the anticipated return date. If a volunteer is away for an extended period of time (90 days or more), it is not guaranteed that the same position will be available. However, every effort will be made to find a suitable placement. Please provide at least one week's notice to the Volunteer Services staff when you are ready to return from your leave.

INVOLUNTARY TERMINATION

Any volunteer who breaches patient confidentiality, fails to follow basic rules and regulations concerning theft or illegal substance abuse, falsifies hours, and/or has two or more absences without proper notification will be terminated. Poor evaluations from supervisory personnel may also result in termination.

VOLUNTARY TERMINATION

Please notify your supervisor and the Volunteer Services staff of a pending termination. On your final day, please return your badge to the volunteer office.



PATIENT'S RIGHTS AND RESPONSIBILITIES

Welcome to ChristianaCare. While you are our guest, we will work to give you quality care, safely and comfortably. Please take a moment to review your rights (things we will do for you) and responsibilities (things you can do for us) as a patient.

COMPLAINTS, CONCERNS AND QUESTIONS

If you have a concern about the quality and safety of your care, please talk about this with your doctor or health care provider. If you still are concerned, please talk with:

- Your nurse.
- The nurse manager of the area.
- A nursing supervisor.

You have the right to tell us about your concerns or complaints. You also have the right to talk to:

Christiana Care Patient Relations Department
Union Hospital: (443) 674-1291
Christiana Hospital: 302-733-1340
Wilmington Hospital: 302-428-4608

You may also directly make a complaint to the following, even if you have not used ChristianaCare's complaint process:

Delaware Office of Health Facilities Licensing & Certification
261 Chapman Road, Stockton Building, Suite 200, Newark, DE 19702
800-942-7373

The Joint Commission
Mail: Office of Quality and Patient Safety
One Renaissance Boulevard
Oakbrook Terrace, Illinois 60181
Fax: 630-792-5636
Online: https://www.jointcommission.org/report_a_complaint.aspx

COMMUNICATION

- You have the right to be told about your rights and responsibilities as a patient as soon as possible.
- You can have your home health care provider, a family member, or another person of your choice called if you are admitted to the hospital.
- You have the right to have information given to you in a way that you understand.
- You have the right to have an interpreter or other aides with you if you don't understand English or have other communication needs (for example, trouble hearing or seeing).
- You have a right to see your records unless, for a medical reason, your doctor asks the information be kept private. If this happens, we will tell you the reason and you will have the right to request review of that decision.
- We will help you see your medical records within a reasonable time frame.

- You have the right to know the names and jobs of the people who are taking care of you.
- You have the right to know if there is an unexpected event that happens during your care.

PARTICIPATING IN YOUR CARE

- You have the right to quality care regardless of your race, religion, sex, national origin, age, disability, veteran status, socioeconomic status, sexual orientation, gender identity or expression, source of payment or any other status that is an illegal basis for discrimination.
- You have the right to share in your care, help make choices about your care, and be part of what will be done to take care of you. You also have a right to help make choices about how, where and when you leave.
- You have the right to be told about your health.
- You have the right to ask for care.
- You have the right to not let someone give you care, unless your request is based on the race, religion, sex, national origin, age, disability, veteran status, sexual orientation, gender identity or expression, or other status of a ChristianaCare employee that is an illegal basis for discrimination. If you are unwilling to accept ChristianaCare's values and policies, which prohibit accommodating discriminatory requests and you demonstrate decision-making competence, you have the right to refuse to be treated, or the right to leave and go to another facility, if the other facility approves your transfer.
 - In rare circumstances, non-discriminatory requests for sex-related accommodation may be considered if the request is due to cultural beliefs regarding modesty or of victims of sexual assault or other trauma.
- You have the right to be included in the process of planning pain management treatment.
- You have the right to ask someone to be with you during certain parts of intimate exams, treatments or procedures
- You have the right to get help in getting a second opinion or changing to another health care provider, when you ask and at your own expense.
- You have the right to leave and go to another facility, service or agency, when it is medically okay to do so. The other facility must say it is okay for you to come as a new patient first.
- When you leave, you have the right to be told about what you need to do to keep yourself well.
- You need to give us correct and complete information about yourself, such as your past and present sicknesses, what you take, your allergies and any other matters that have to do with your health.
- You are responsible for telling us about changes in your health, medicines, insurance, financial status or service provider.
- You are asked to follow the plan of care that you and your health care provider came up with. Please tell us right away if there is anything that you do not understand.
- You have the right to request a discharge planning evaluation and to have the hospital staff conduct a discharge planning evaluation upon your request.

ADVANCE DIRECTIVES

- Advance directives are legal papers that let you choose what you want to happen if you are no longer healthy enough to make choices for yourself. You have the right to have us follow your directions, as long as they are within the limits of the law and in agreement with our mission.
- You should tell us you have an advance directive and give us a copy when you are admitted.

REPRESENTATIVES AND VISITORS

- You have the right to say who can visit you during your stay. This can be your spouse, domestic partner (including same-sex partner), other family members, friends or anyone else you want to have come visit. Sometimes, for a medical reason, we may need to limit visitors for your health and safety or the health and safety of other patients. We will let you know this and why.
- If you have a person set up to make all your choices, you must tell them they need to be ready to review your care if you are not able to do this for yourself.
- Please remind your family and visitors to follow all ChristianaCare policies so all patients feel safe and comfortable while they are here.

PRIVACY

- You have a right to privacy. This includes when you are bathing or dressing, during treatments, and whenever you ask, as we are able.
- You have the right to not have your clothes off longer than needed for an exam or procedure.
- You have a right to know that your case will be talked about privately, and that staff that are not taking care of you will not be present without your permission.
- You must respect the privacy of other patients.
- You have the right to expect your records are kept private. They will only be read by staff who are taking care of you or staff who are responsible for making sure you receive quality care. Other people can only read your medical records with your written permission or the written permission of your decision-maker.
- You can expect that your records will be treated as confidential.

SAFETY

- You have a right to be cared for safely, free from any abuse, harassment, neglect or physical punishment.
- You have a right to be cared for without restraint or seclusion, unless it is needed to protect your immediate physical safety, or the safety of a staff member or others. Any such restraint or seclusion will be taken off or stopped at the earliest possible time.

RESPECT AND CONSIDERATION

- You have the right to be cared for with kindness, dignity, and respect.
- You have the right to express your spiritual beliefs and cultural practices, while not interfering with the rights and beliefs of others.

- You are expected to be respectful to other patients and staff. ChristianaCare will not tolerate harassment, intimidation, threats or violence. Unacceptable behavior includes the following:
 - Verbal: Shouting, condescending language, swearing, bullying, racial slurs, veiled or open threats, behavior intended to offend, humiliate, or embarrass.
 - Physical: Slapping, pushing, punching, hair pulling, kicking, throwing an object, scratching, pulling on clothing, shooting, stabbing.
 - Damage to property: Vandalism, banging or throwing equipment, deliberately kicking or punching fixtures and fittings. You are expected to treat any health care equipment with care and safety.

REFUSING CARE

- If you choose to not be treated or do not follow the plan set up by you and your healthcare provider, you will be responsible for your actions.
- You have the right to choose if you want to take part in any research study or educational project. You have the right to be told if you are being included in any such project and you may refuse.

BILLING AND PAYMENT

- You have the right to get a detailed explanation of your bills.
- You have a right to receive information and counseling about financial aid for health care.
- You are responsible for paying for the hospital care services.
- You are responsible for your personal belongings.
- Reference: [*Hospital Patient Rights CoP, Including Notification Requirements*](#)

PRIVACY OF HEALTH INFORMATION – VOLUNTEER SUMMARY



SUMMARY OBJECTIVE

To inform volunteers of ChristianaCare’s privacy practices and to reference the policies that govern what we can and cannot do with health information.

OVERVIEW

As a volunteer with ChristianaCare, you may have access to, or become aware of, personal and/or health information pertaining to the individuals that we serve. In order to uphold our Core Values and meet legal requirements, it is essential that every member of ChristianaCare protects the privacy rights of individuals and maintains the confidentiality of their health information. In health care, confidentiality can only be maintained through the ethical behavior of health professionals, health care workers, support staff and volunteers. An individual’s health information should not be disclosed unless called for by law, policy, or with the individual’s consent or authorization.

KEY CONCEPTS

Protected Health Information (PHI) – A combination of an individual’s identifiers and health information. It includes all health information that is created, collected, stored, transmitted or processed in any form (i.e. paper, electronic or verbal). Simply put, PHI equals individuals’ identifiers plus health information. The following are examples of some of the various identifiers that, when linked to health information, qualify as PHI: Name, Zip Code, Social Security number, Dates (e.g. Date of Birth), Medical Record number, Telephone number, E-mail address, any other unique identifying number, characteristic or code.

Notice of Privacy Practices – Notice provided to individuals that explains ChristianaCare practices with PHI. It includes information about an individual’s rights associated with PHI, how their PHI may be used or disclosed and how to file a complaint if they feel their rights have been violated. The Notice of Privacy Practices will be offered to individuals whenever they are registered for services. In addition, the notice will be posted in areas where individuals register at ChristianaCare facilities and on our external web site at www.christianacare.org. This notice applies to any records maintained by ChristianaCare and any services provided to patients at ChristianaCare, whether provided by ChristianaCare employees or personal physicians.

Health Insurance Portability and Accountability Act (HIPAA) – Federal legislation enacted in 1996 to protect the privacy of individual’s health information. The law provides individuals with the following rights: 1) Right to inspect – Individuals can inspect and request a copy of their health information; 2) Right to amend – Individuals can request additions or corrections to the health information; 3) Right to an

accounting of disclosures – Individuals are entitled to a list of the releases of their PHI as required by HIPAA; 4) Right to request restrictions – Individuals may request a restriction or limitation on the health information we use or

disclose (e.g. family members); 5) Right to confidential communications – Individuals may request confidential communications by using an alternative phone number or address and 6) Right to a copy of the Notice of Privacy Practices – Individuals have the right to a paper copy of the Notice of Privacy Practices.

Right to Inspect – ChristianaCare allows individuals access (inspection or obtaining a copy) to their PHI as long as the access will not jeopardize their health and safety or that of others. Each department that maintains PHI will follow the policy, Privacy – Access by Individuals to Their Designated Record Sets.

Right to Confidential Communications – An individual has the right to provide an alternative phone number or mailing address for communication. Before calling or sending a communication to an individual, first check to see if the individual has provided an alternative phone number or mailing address. Employees and volunteers should contact their supervisor for specific procedures on how to check for this option.

Minimum Necessary – Concept that encourages all ChristianaCare employees and volunteers to evaluate practices and improve on ways to protect an individual’s privacy in order to prevent unnecessary or inappropriate use and disclosure of PHI. Except for purposes of treatment, uses and disclosures of PHI must be kept to the minimum amount necessary to accomplish the purpose of the use or disclosure.

Use and Disclosure of PHI – As long as an individual has been offered a Notice of Privacy Practices, ChristianaCare may use and disclose PHI without an individual’s authorization (permission) for purposes of treatment, payment or health care operations.

Treatment – The provision of health care services to an individual by physicians, nurses, or other health care providers. This includes coordinating care with a third party (e.g.; family members, agencies etc.), as well as referral of an individual to another provider to receive care.

Payment – Activities related to coverage and reimbursement for the provision of health care services to an individual (e.g. eligibility or coverage determinations, billing, claims management, collection activities etc.).

Health Care Operations – Activities performed to carry out ChristianaCare business (e.g. Performance Improvement, Care Management, Professional Review, Compliance and Audit, Disclosures to business associates, Disclosure in registries).

In most cases, if the circumstances do not fall into one of the categories discussed above, a written authorization is required from the individual in order to disclose their PHI. If you are asked to provide PHI, please consult your manager prior to disclosing this information.

Hospital Directory “Opt Out” – Individuals have the right to opt out of the Hospital Patient Directory, which usually includes the patient’s name, room number and phone number. If the patient chooses to opt out of the directory their information will be “flagged” as confidential. ChristianaCare employees and volunteers are not to provide an individual’s information without confirming the confidential status in the Hospital Patient Directory. Patient directory information is available in HIS, CCS or by calling the operator or front desk. Do not use any other computer applications or paper reports to check this information. The response to any inquiries regarding a patient whose information is flagged confidential should be “I am sorry, I cannot provide any information on a patient by that name.”

Communication with Individual’s Family and Friends – An individual’s right to privacy includes the right to determine who should receive information about them. Whenever possible, you should obtain the individual’s permission prior to communicating any medical information to family members or friends.

Other Practices to help Protect the Privacy Rights of Individuals - Additional expectations of ChristianaCare employees and volunteers include:

1. PHI should not be discussed in public areas such as elevators, hallways and cafeterias.
2. Always provide as much privacy as possible when discussing health information with individuals.
3. If you find patient information in a public area, contact the owner of the information. If unable to contact the owner, contact your supervisor for specific guidelines on how to properly dispose of confidential information.
4. Avoid photography or recording in order to protect the privacy of our patients.
5. Avoid posting on social media about interactions that you have with patients while volunteering. Even if names are not mentioned, it is possible for patients to be identified if other information is shared.

Privacy Violation Concerns – If you believe that there has been a privacy violation, contact ChristianaCare’s Privacy Office at [623-4468](tel:623-4468). If an individual complains that their privacy has been violated, refer them to the Privacy Office or to Patient Relations at [428-4608](tel:428-4608) or [733-1340](tel:733-1340) and Union Hospital (443) 674-1291.

SAFETY – PUBLIC SAFETY



OUR SERVICES AND RESPONSIBILITIES

1. Prevention / Safety

- Crime prevention/Security awareness training
- Patrol outside parking lots, garage, and all other interior areas on campus
- Provide escorts to parking areas upon request

2. Enforcement / Response / Investigation

- Enforce campus parking.
- Respond to security and other emergencies.
- Conduct investigations and coordinate police activity on property.

IMPORTANT SAFETY TIPS

1. Volunteer ID Badge

- Wear your ID badge at all times, including when you arrive to volunteer.
- If your ID is lost or stolen, notify the volunteer office immediately at 733-1284, option 4 (Christiana) or option 5 (Wilmington) and at Union Hospital call (410) 392-7019.

2. Access

- Secure your office & work area when you depart, even if it's just for a few minutes.
- Never prop open a door with an access control reader.
- Do not allow a visitor to enter a restricted area behind you.
- Alert Security if you are working alone in a department or building.

3. Personal Property

- Secure your personal property and valuables at all times.
- Never bring large quantities of money or numerous credit cards to work.
- When you leave your vehicle, do not leave valuables in view.

SUICIDE RISK

These signs will be posted outside patient rooms to indicate the associated risks and safety concerns for all staff/volunteers.

- If you see either of these signs while volunteering, you must check with the nurse to confirm if it is safe to enter this rooms.



- Impaired judgement, confusion, or wandering
- Homicidal
- Involuntary (Civil) Commitment



- Suicidal
- Homicidal
- Involuntary (Civil) Commitment

ILLEGAL WEAPONS AND CONTRABAND

1. Illegal Weapons and Contraband

- ChristianaCare prohibits the possession of any weapon or contraband.
 - Weapon – firearm, knife, martial arts item
 - Contraband – drugs, drug paraphernalia, explosives, stolen property
- Call 911 when it is discovered that a patient, visitor, or any employee is in possession of any weapon or contraband.

2. Active Shooter

- **Run (Evacuate)**
 - If possible, try to escape from the building or go to a safe area.
- **Hide**
 - A safe area is any room that can be locked or barricaded closed.
 - Turn off lights, close blinds, stay away from windows and doors.
 - Turn off radios, cell phones, and any other devices that emit noise.
- **Fight (Take Action)**
 - When you must overpower a subject, commit to your actions.
 - Act aggressively, throw items, and yell.
 - Use any object to incapacitate the shooter.
 - When the shooter reloads, it's a chance to overpower him or escape from the area.



EMERGENCY 911

1. Public Safety Dispatch Center

- Call **911** from an **in-house** phone (not your cell phone) for emergent security events at the Wilmington or Christiana campuses, PMRI and the Health Care Center.
- Cecil County Campus dial ext. 2000 for all emergency events.
- ChristianaCare has established an in-house communication center to handle emergency (911) calls at the following facilities:
 - Christiana Campus
 - Wilmington Campus
 - PMRI
 - Helen F. Graham Cancer Center
 - Middletown Emergency Department
- For other ChristianaCare facilities and Home Health Care Services, the local Emergency Management system (Fire, Police, and Paramedics) will receive and respond to emergency calls.

2. Provide the following when reporting an emergency:

Stay on the line until the call taker ends the call.

- Your name
- Location and/or address
- Nature of the problem
- Call-back number

SAFETY – SAFETY & INJURY PREVENTION



COMMON INJURIES AT CHRISTIANACARE

- Needlestick/sharps
- Exposure/body fluid
- Slips, trips, falls
- Lift/move equipment or material
- Patient handling/patient assaults

HOW CAN YOU HELP US BE SAFE?

- Identify hazards.
- Report unsafe conditions.
- Focus on what you are doing.
- Be observant.
- Be a role model for safety.

BODY MECHANICS

Volunteers should not become involved in lifting heavy items. Environmental Services should be called to do any lifting of heavy items, and nursing should be called to assist patients and visitors. Keep the following information in mind:

- Most back injuries result from improper lifting. According to the principles of biomechanics, the worst lifting situation occurs when the body is extended over the load. Also, twisting in the position invites injury. Keep your back upright to shift weight on the powerful leg muscles and reduce the lever effect.
- Size up the load before you lift. If it looks heavy, it probably is.
- Plan route and clear path of obstacles.
- Get a firm footing. Spread your feet apart for a wide base of support and to improve balance. Point toes out.
- BEND YOUR KNEES. Don't bend at the waist. Keep the principles of leverage in mind at all times. Train muscle groups to work together.
- Lift with your legs.
- Hold objects close to the body. Never hold your load away from your body.
- Keep your back upright and avoid twisting. Do not twist, or change feet position, but keep spine position set.

REMEMBER ... LOVE YOUR BACK AND PROTECT YOUR SPINE

- Size up the load before you lift.
- Keep your back straight and don't twist during a lift.
- Bend from the knees and lift with your legs.
- Keep the weight close to your body.
- Get help for a heavy load.

FORMS OF HAZARDOUS MATERIALS

A hazardous material is any material that can cause illness or injury to the human body (through inhalation, ingestion, skin contact) or create a physical hazard.

- Flammable - easily ignited by a spark or flame.
- Corrosive - permanently destroys skin, eyes, or other tissue on contact.
- Toxic - a poison that can cause death.
- Carcinogenic - causes cancer.
- Asphyxiants - causes suffocation by displacing oxygen.
- Irritant - causes redness, inflammation, or pain, but is reversible.

SAFETY DATA SHEETS

- Safety Data Sheets (SDS) provide key information about the hazards of a chemical and how to protect yourself. There are 16 sections to the SDS that provide information on the chemical.
- SDS are received from the manufacturer and stored electronically on the portal.
- They can be found on the Systemwide menu or with supervisor assistance.

WHAT TO DO IN THE EVENT OF AN INJURY OR ILLNESS WHILE VOLUNTEERING

- If you receive an injury while volunteering, report to your assignment supervisor IMMEDIATELY.
- If the injury requires medical attention, Security should be called at:
 - 5520 – Union Hospital
 - 1247 – Christiana Hospital
 - 2937 – Wilmington Hospital & RiversideVNA and all other sites report to your assignment supervisor
- Security and a staff member of Volunteer Services will assist the volunteer to determine if a visit to the Emergency Department is necessary.
- In the event of a life-threatening injury or illness, 911 should be called.
- Employee Health should be consulted immediately only for needle stick or bodily fluid splash incidents.
- Should a volunteer become ill with a non-urgent problem while on duty, the volunteer should be instructed to go home and seek the advice of their health care provider. If the illness is acute, the volunteer should be sent to the Emergency Department, using their own medical insurance.
- The department of Volunteer Services should be notified and will follow up with an Events Report.

REMEMBER: A paper cut is an opening in your skin barrier and should be allowed to bleed, wash the cut with antiseptic soap and use first-aid ointment and bandage.

SAFETY – CHRISTIANACARE HOSPITAL CODES



EMERGENCY CODES are used in hospitals worldwide to alert staff to various emergencies. They allow essential information to be quickly conveyed to staff while preventing stress and panic among visitors. Currently we have two separate code systems, one for our Delaware campuses and one for our campus in Cecil County.

DELAWARE CAMPUSES:

CODE BLUE	Patient is in cardiac or respiratory arrest. Code team responds immediately.
CODE DELTA*	A mass casualty incident has occurred that requires more resources than are currently available. Volunteers must report to their department supervisor for instructions. If you are called in to help, you <u>must</u> wear your name badge and report to the volunteer office when you arrive at the hospital.
CODE RED*	Fire in the facility.
CODE GREY*	Bomb threat.
CODE YELLOW*	A possible child or infant abduction.
STEMI ALERT	Inpatient or patient being transported to the Emergency Department that is going directly to Heart and Vascular Interventional Services (HVIS).
TRAUMA ALERT	Incoming patient with life threatening emergency.

***VOLUNTEER ACTION MAY BE REQUIRED FOR THESE CODES**

CECIL COUNTY CAMPUS

CODE BLUE	CPR (Patient is in cardiac or respiratory arrest)
CODE WHITE	Utility
CODE RED*	Fire in the facility
CODE GREY*	Elopement
CODE YELLOW*	Emergency Disaster
CODE PINK*	Infant/Child Abduction
CODE ORANGE	Haz-Mat
CODE GOLD*	Bomb Threat
CODE GREEN	Combative Person
CODE PURPLE	Security Only
CODE SILVER	Radiation
CODE BLACK	Tornado

***VOLUNTEER ACTION MAY BE REQUIRED FOR THESE CODES**

CODE YELLOW

Announced on the paging system in the event of a possible or actual infant/juvenile abduction.

When a "Code Yellow" is announced, you should:

- Stop and question anyone physically carrying an infant from the hospital.
 - Even if they are in hospital clothing or scrubs.
 - Note: All infants are discharged in bassinets or held by mother in wheelchair.
- If possible, stand near a hospital exit or window to watch who is leaving the hospital.
- Question anybody carrying a large bag or gym bag that may be used to conceal an infant.

CODE GREY

If you receive a bomb threat, do the following:

- Don't hang up! Solicit as much information as you can from the caller.
- Write down the conversation word-for-word.
- Use the Bomb Threat Checklist, located on each of the Portals under [Communications, Telephone Directory](#) and [Systemwide Forms](#).
- Call 911 immediately after the caller hangs up.

CODE RED

Defend in Place – Hospitals do not initially evacuate during a fire emergency. Our hospitals are constructed to contain and isolate fires. Oxygen in patient rooms will be turned off by medical staff only.

In the event of a fire in your work area, follow the **RACE** procedure:

- **R**escue anyone in immediate danger.
- **A**larm by activating the fire system.
- **C**ontain smoke and fire by closing doors.
- **E**xtinguish the fire.

Use portable fire extinguishers on small, contained fires. Stand 8-10 feet from fire with your exit behind you. Remember **PASS** procedure:

- **P**ull the pin.
- **A**im the nozzle.
- **S**queeze the handle.
- **S**weep from side to side.



CODE DELTA

In the event of a Code Delta, we may reach out to volunteers to request they come to the hospital to assist. If you are able to come, report to the volunteer office for further instructions. If the incident involves a disruption to our communication systems and we are not able to make contact and you are available to assist, please come to the hospital and report the volunteer office for further instructions.

SAFETY – ABUSE AND NEGLECT



CHILD ABUSE & NEGLECT:

Abuse: Any physical injury to a child by those responsible for care, custody, and control of the child through unjustified force, emotional abuse, torture, criminally negligent treatment, sexual abuse, exploitation, maltreatment, or mistreatment.

Neglect: The failure to provide, by those responsible for the care, custody, and control of the child the proper or necessary education, as required by law, nutrition, medical, surgical or any other care necessary for the child's well-being.

ADULT/ELDER ABUSE & NEGLECT:

Abuse: Physical abuse by intentionally inflicting pain or injury on an adult or elder. A pattern of emotional abuse which includes, but not limited to: ridiculing or demeaning, making derogatory remarks, cursing or threatening to inflict physical or emotional harm on an adult or elder.

Neglect: The failure of a caretaker to provide services that are necessary to avoid physical deterioration, injury, mental anguish, or mental illness. Neglect typically includes a caregiver fails to provide adequate food, clothing, shelter, medical care, or assistance with daily living activities.

DOMESTIC VIOLENCE:

(ALSO KNOWN AS PARTNER ABUSE OR INTIMATE PARTNER ABUSE)

Is a pattern of forceful behavior directed toward an individual by someone that is or was in an intimate relationship with the recipient. These behaviors may include non-accidental physical injury, psychological/emotional abuse, sexual assault, economic domination, threats, extreme controlling behavior, or social isolation (such as restricted access to money, friends, transportation, health care or employment).

If you, as a volunteer, suspect child and/or adult/elder abuse or that someone is a victim of domestic violence please bring this to the attention of the supervisor in your area as soon as possible. There are reporting requirements that must be followed.



INFECTION PREVENTION

INFECTIOUS DISEASE MAY BE TRANSMITTED IN THE FOLLOWING WAYS

- Contact or Touch
 - Direct contact. The virus/bacteria are transferred directly from contact with an infected material (wound drainage, blood, stool, etc.) to someone who is susceptible.
 - Indirect contact. The virus/bacteria comes from inanimate objects that are contaminated.
- Droplet – Airborne droplets expelled by a cough or sneeze and inhaled by another person close by.
- Vectors – Infected mosquitoes, ticks, lice, fleas, etc...

VOLUNTEERS PLEASE NOTE

- Whether it is direct or indirect contact, always wash your hands upon entering and upon leaving a patient's room and before and after removing gloves. Don't touch your face with unwashed hands.
- Disposable gloves are to be worn whenever you anticipate contact with any patient's blood or body fluid, urine, stool, etc..., and dirty bed linens.
- Isolation/precautions rooms – Volunteers are **NEVER** to enter isolation or precautions rooms.

STANDARD PRECAUTIONS

- Except for sweat, each body fluid and waste product (such as blood, urine, or stool) may contain germs that can make you ill.
- There are rules to follow to protect you from the germs.
- These rules are called Standard Precautions.

FOR VOLUNTEERS IT MEANS:

- Washing your hands properly:
 - ✓ When entering and when leaving a patient's room.
 - ✓ Before donning and after removing gloves or other protective equipment.
 - ✓ Before and after patient contact.
 - ✓ Before and after eating/drinking.
 - ✓ After body fluid/waste exposure risk.
 - ✓ After contact with patient surroundings.
 - ✓ After coughing into hands and/or tissue.
 - ✓ After using the bathroom.
- Wearing disposable gloves or other protective equipment when indicated.
- Wearing masks and goggles and following social distancing guidelines.
- Staying out of rooms with isolation and precautions signs.

HANDWASHING PROCEDURE

- Soap and Water
 - Have paper towel ready.
 - Use lukewarm water.
 - Wet hands and obtain soap.

- Lather and use friction – between fingers, cuticle beds and underneath nails.
- Wash up to the wrist.
- Scrub for 15 seconds or more.
- Dry hands and use towel to turn off faucet.
- Alcohol Foam
 - One squirt of alcohol foam.
 - Rub thoroughly on front and back of hands and between fingers until completely dry.
 - Please use only the alcohol foam, soap, and lotion provided by the hospital.

DISPOSABLE GLOVES

- One disposable glove is to be worn on the hand in which you are carrying specimens to the lab or tube system. Use your non-gloved hand to open doors and push buttons.
- Use gloves when handling items soiled with blood, body fluids, secretions, or excretions.
- Use gloves when using PDI wipes.
- Two disposable gloves are to be worn when changing beds or stretchers.

NOTE: Wash hands prior to putting gloves on. Wash hands after gloves are removed.

RESPIRATORY HYGIENE

- Cover coughs and sneeze into your elbow!
- Use tissues and dispose into trash.
- Perform hand hygiene.
- Get immunized (e.g., flu vaccine).

REPORT ALL EXPOSURES IMMEDIATELY TO VOLUNTEER SERVICES AND YOUR IMMEDIATE SUPERVISOR

- Needlestick or other piercing injury.
- Blood or body fluid splash.
- Contamination of work clothes.
- Proper clean up of a spill.

FINGERNAIL POLICY

ChristianaCare prohibits wearing artificial fingernail enhancements and enforces good hand hygiene practices in order to provide a safe environment for patients, employees, volunteers, and visitors by reducing the risks of infection transmission.

Artificial fingernail enhancements include but are not limited to, artificial nails, tips, wraps, appliques, stones, decals, acrylics and gels.

- Artificial fingernails are not permitted.
- Natural fingernails are to be neatly manicured and no longer than ¼" beyond the fingertip.
- Unchipped nail polish is permitted.

FIRST LINE OF DEFENSE

DO NOT ENTER THIS PATIENT'S ROOM!



PRECAUTION/ISOLATION

DO NOT ENTER THIS PATIENT'S ROOM



COVID-19 PRECAUTIONS



FOLLOW THESE STANDARD PRECAUTIONS:

➤ **Monitor yourself for symptoms**

- Wash your hands often
- Don't touch your face with unwashed hands

➤ **Remember:**

- Social distance
- Disinfect surfaces
- Wear a mask (per current guidelines)

➤ **Standard Precautions**

- Wear masks and protective eyewear with all patients. If you have COVID symptoms and/or test positive for COVID, please do not report to your volunteer assignment. Please call the Volunteer Office before returning to volunteer.
- If you are sick with any other non-COVID symptoms, please stay home and return when you are symptom-free.



WHEELCHAIR BASICS AND PATIENT TRANSPORT



BEFORE OPERATING ANY WHEELCHAIR FAMILIARIZE YOURSELF WITH ITS OPERATIONS

- **BRAKES**
 - Make sure brakes are “down” before assisting a patient into and out of the chair.
- **FOOT AND LEG RESTS**
 - Make sure foot rests are up and leg rests are out before seating a patient.
 - DO NOT transport a patient without foot rests.

WHEELCHAIR ETIQUETTE

Wheelchairs come in different styles. There is one type with large wheels useful for people to propel themselves and there is the type which has to be pushed by someone. It is not difficult to handle a wheelchair. They roll easily and anyone who is able to walk with ease and has normal strength can handle a wheelchair. Don't assume that using a wheelchair is in itself a tragedy. It is a means of transportation that gives the user greater freedom and independence.

- Always ask the wheelchair user if he or she would like assistance before you help. Your assistance may not be needed or wanted.
- Don't lean on the wheelchair. It is a part of the wheelchair user's personal body space.
- Speak directly to the wheelchair user rather than through a third person.

WHEELCHAIR TECHNIQUES

There are a number of techniques used in helping patients:

All chairs have front wheels that swivel, brakes, and should always have footrests. After each patient, the chair seat, arm rests & handles are to be wiped down with PDI wipes. PDI wipes can be found on nursing units and at the front lobbies.

- It is of vital importance that the brakes are set before anyone sits down in the chair or when they exit the chair. They roll easily and could slide out from beneath the person trying to sit. Use of the brakes is the most important part of learning to operate a wheelchair.
- Footrests are used to keep the patient comfortable and to keep their feet out of the way.
- It is advisable to back up the chair when getting in and out of an elevator. The small front wheels swivel and can get stuck in the ridges of an elevator door. Also it is often helpful to negotiate a small rise by going backwards over the obstacle.

TRANSPORTING A PATIENT

- Introduce yourself.
- Check patient's arm band.
- Assess wheelchair size for patient's comfort.
- Walk at a slow pace.
- Maintain a conversation with the patient.
- Back patient onto elevator.

DIVERSITY & INCLUSION AND CULTURAL COMPETENCE



OUR AIM

To promote respectful relationships and encounters among colleagues and our patients and build an inclusive environment that provides patient and family centered, culturally competent care. The employee experience creates the patient experience.

WHAT IS INCLUSION

Everyone is engaged – Leveraging your strengths.

Inclusion creates an environment where all people feel valued, appreciated, respected, and engaged.

PUTTING DIVERSITY AND INCLUSION TOGETHER

- Diversity is the **Noun**.
- Multiples layers of diversity exist in each one of us.
- Some diversity dimensions are at the forefront of our consciousness.

- Inclusion is the **Verb**.
- Some dimensions of diversity are more “accepted” than others.
- Some dimensions are frequently “overlooked”.
- It takes intentionality to “include” all vs. some.

WHAT DO WE DO

- Treat every patient, co-worker, visitor, vendor, etc. with equal respect and dignity regardless of culture, ethnicity, race, social status. Anti-racism or any other diversity dimension.
- Be aware of the important customs, values, and health beliefs, for a wide range of cultural groups with both your colleagues and your patients and their families.
- Inquire for understanding. We don’t want to assume!
- Contact Language Services if a patient needs an interpreter.

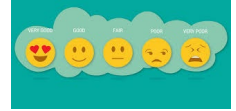
LANGUAGE SERVICES AT CHRISTIANACARE

- Staff medical interpreters in Spanish, ASL and Mandarin.
- Telephonic interpreting in 200 languages – 750 phones available throughout ChristianaCare.
- Video Remote Interpreting (VRI) in 16 languages.
- LINCC (Language Interpreter Network at ChristianaCare) - Dual Role Medical Interpreter program for staff in 16 languages.
- Written translation for patient documents.



The **ChristianaCare** Way

We serve our neighbors as respectful, expert, caring partners in their health. We do this by creating innovative, effective, affordable systems of care that our neighbors value.



PATIENT EXPERIENCE DEFINED

The sum of all **interactions**, shaped by an organization’s **culture**, that influence patient **perceptions** across the **continuum** of care.

WHY PATIENT EXPERIENCE

- Higher Quality and Safety Outcomes
- Drives the ChristianaCare Way
- Consumer Choice
- Our Neighbors Deserve Empathetic, Compassionate Care
- Financial

CONNECTION POINTS

These points gives us a unique opportunity to influence the overall outcome of their experience with us.

- As they walk in
- Hallway, lobby, waiting room
- At front desk
- When signing in
- Completing or exchanging paperwork
- From waiting room to procedure area
- While on the phone



We serve together guided by our values **Love & Excellence**

We anticipate the needs of others and help with compassion and generosity.

We embrace diversity and show respect to everyone.

We listen actively, seek to understand and assume good intentions.

We tell the truth with courage and empathy.

We accept responsibility for our attitudes and actions.

We commit to being exceptional today and even better tomorrow.

We use resources wisely and effectively.

We seek new knowledge, ask for feedback, and are open to change.

We are curious and continuously look for ways to innovate.

We are true to our word and follow through on our commitments.





ACKNOWLEDGE FEELINGS, CONCERNS, AND INCONVENIENCES.

Empathy	Sympathy
Fuels Connection	Drives Disconnection
Feeling with people	Trying to make it better

FRAMEWORK TO ENSURE EFFECTIVE COMMUNICATION: **AIDET**

ACKNOWLEDGE OTHERS:

Smile. Make eye contact. Offer a warm greeting.

INTRODUCE YOURSELF:

Share your name and role.

DURATION:

Say how long it will take to do your task.
Keep everyone informed of delays.

EXPLANATION:

Explain what you are there to do in ways that everyone can understand.

THANK:

Say thank you at every opportunity for the privilege to serve.
Is there anything else I can do for you?



SERVICE RECOVERY

Perception → Timing → Legitimacy

- Critical to a service-oriented culture.
- Anticipates service problems.
- Connects with patient/customer feelings.
- Doing your best to help fix the problem in the moment.

FRAMEWORK TO ENSURE RAPID SERVICE RECOVERY: HEAT

HEAR

Listen attentively. Don't interrupt.

EMPATHIZE

Restate your interpretation of the patient's issue so they know you heard them.

APOLOGIZE

Immediately. State regret for the situation and their experience.

TAKE CHARGE

Take ownership. Address what you can.

HEAT: TIPS FOR SUCCESS

- Don't get defensive.
- Take ownership of the problem and see it through.
- "Thank you for telling me what happened".
- "I am sorry that you have had this experience."
- See problems as opportunities to make things better.
- Get help from supervisor/manager when in doubt.



THE NO PASS ZONE

- All staff and volunteers are expected to answer patient call lights. If you see a call light, stop to offer help.
- Remember to use AIDET.
- Always wash your hands with soap and water or use hand sanitizer before entering and upon exiting the room.
- If it is something that you can help with, go ahead and help! Then just let the nurse or unit clerk know that you answered the call bell and met the patient's need.
- If it is something you cannot help with, say “I’ll be happy to get someone who can help you.” Find a member of the nursing team and let them know what the need is. If you can’t find a nurse, then talk to the unit clerk. Then go back to the patient and let them know that someone is on the way to help.

BE AWARE – SHOW YOU CARE

- Be aware of call lights!
- Enter the room and introduce yourself.
- Accept responsibility and try to fulfill the patient's needs.
- Always be aware of patient safety.
- Respond and provide what the patient is asking for if you are able.
- Evaluate the need and pass it on if you cannot do it yourself.

IF YOU CAN’T MEET THE PATIENT NEED

- Inform the patient/family you will find someone who can.
- Direct the need to unit clerk if no member of the nursing team is available.



EXAMPLES OF WHAT VOLUNTEERS ARE PERMITTED TO DO

- Get blankets, pillows, tissues, towels, and toiletries.
- Adjust room temperature.
- Turn on or off lights.
- Raise or lower blinds or shades.
- Move items within reach for patients, especially the call bell.
- Ask the nurse before providing food/drink to patient.
- Help make phone calls (dial 8 for an outside line from a fixed phone).
- Help with TV.
- Get non-medical items such as books, cell phone, magazines, etc.

EXAMPLES OF WHAT VOLUNTEERS ARE NOT PERMITTED TO DO

- Enter precaution/isolation rooms.
- Provide food or drink to the patient without first checking with the nurse.
- Have physical contact with the patient.
 - Physically assist a patient out of the bed or chair.
 - Raise or lower bed.
 - Lift, push, or pull.
- Engage in medical conversations.
 - Discuss a patient's health or treatment plan.
 - Explain clinical matters including tests, treatments, medications, etc...
 - Read or access patient charts.
- Assist with medical treatment
 - Help with an IV or monitor.
 - Take vital signs.
 - Give pain medication.
 - Apply ice bandages.
- Transportation
 - Transport patients via stretchers or beds.
 - Transport patients via wheelchair with oxygen or IV or transport oversized, unstable, or ICU patients.
- Personal hygiene
 - Assist patient in restroom.
 - Handle bedpans or urinals.

VOLUNTEER EXPECTATIONS



NON-VERBAL

- Smile.
- Use direct eye contact when communicating with all patients, visitors, and guests.
- Acknowledge guests immediately when they enter a unit or department.
- If you observe someone looking for help, offer assistance and personally escort them.

VERBAL

- Always use AIDET.
- Do not call patients or visitors sweetie or honey. In many cultures and among the elderly, these terms can have negative perceptions.
- Use please, “thank you” in all conversations.
- Apologize for problems and inconveniences. Try to resolve problems immediately.

KEY PHRASES

- “Is there anything else I can do for you, before I leave?”
- “Someone from your care team will be in to check on you within an hour”.
- “Thank you for allowing me to serve you today”.

THE IMPACT OF THE VOLUNTEER



EVERY VOLUNTEER HAS THE ABILITY TO POSITIVELY IMPACT THE PATIENT'S EXPERIENCE.

- All volunteers are expected to do their best to exceed our customer's expectations every day.
- Most of us cannot really understand how we appear to others, but we can see the effect we have on other people.
- When we practice warmth, friendliness, honesty, patience, tact, courtesy, and promptness, others respond in positive ways that we can see.
- Personal interaction is the most important function in your volunteer role.
- Nothing can replace the compassion and caring of a human being.

Thank you for all that you do!!!